

CHILDREN AND YOUTH
PERFORMANCE OUTCOME SYSTEM:
AN EVALUATION OF
PARENT SATISFACTION WITH SERVICES
(State and Regional Data)

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Executive Summary

The California Department of Mental Health (DMH) is committed to maintaining a client-centered public mental health system that meets the highest standards in treatment outcomes, quality, and consumer satisfaction. For the Children and Youth Performance Outcome System, parent/caregiver ratings of satisfaction with services are to be collected annually for target population clients using the Client Satisfaction Questionnaire (CSQ-8) developed by Clifford Attkisson, Ph.D. at the University of California San Francisco. This report provides an overview and analysis of parent/caregiver satisfaction with public mental health services received. As of mid-April 1999, the Research and Performance Outcome Development Unit (RPOD) at the California Department of Mental Health (DMH) has received a total of 7,056 Client Satisfaction Questionnaire (CSQ-8) records for the Children and Youth Performance Outcome System.

Demographic Data

The client population represented has a gender composition of 61% males, 32% females, and 7% were missing/unknown. The ethnicity composition is 56% white, 17% Spanish/Hispanic, 12% African American, 1% Native American, 2% other, and 11% were missing/unknown. The client age composition includes 4% at age 5 or younger, 23% between the ages of 6 and 10, 34% between the ages of 11 and 15, 15% between the ages of 16 and 18, 3% between the ages of 19 and 21, and 21% were missing/unknown. The regional composition is 26% Bay area region clients, 26% Central region clients, 42% Southern region data, and 6% Superior region data (refer to Appendix A for regional definitions).

Administration Information

The questionnaires were administered using a variety of methods. The majority, 24%, were handed out at the clinic and completed onsite; 16% were handed out at the clinic and mailed back; 4% were mailed out; 2% were handed out in the field; <1% were administered over the telephone; and for 53%, the method of administration was not identified. The majority of the questionnaires, 54%, were administered in 1998; 35% were administered in 1997, 8% were administered in 1996, 1% were administered in 1995; and 2% were administered in 1999. There were no significant differences in the mean scores and distributions between the cumulative data and the most current year's data at the statewide and regional levels. Future reports will examine changes in ratings of satisfaction over time in order to evaluate continuous quality improvement.

Scale Scores

The statewide aggregate response levels indicate that, overall, parents/caregivers have a high level of satisfaction with the public mental health services received for their child/youth. The scale values vary for each of the CSQ-8 questions, however, the highest level of satisfaction on each is a rating of "4"; the lowest is a rating of "1". For the eight questions listed on the questionnaire, the overall combined responses showed an average of 50% rated as "4", an average of 37% rated as "3", an average of 7% rated as "2", an average of 5% rated at "1", and 1% were missing/unknown. Question #6, "Have the services you received helped you to deal more effectively with your problems?" received the most positive ratings with 94% of the respondents indicating a "3" or "4". Question #8, "If you were to seek help again, would you come back to our program?" received the least positive ratings with 24% of the respondents indicating a "1" or "2".

Comparison of Mean Scores

A series of One-Way Analyses of Variance (ANOVA) were conducted to determine whether there were statistically significant differences in the mean scores by region, gender, age, ethnicity, or method of administration. When the ANOVA F-ratio was statistically significant, Student-Newman-Keuls multiple comparison tests were computed to identify statistically significant differences. It should be noted that statistical significance does not necessarily equate with practical significance. Therefore, some of the differences identified below, while statistically reliable, are too small to attach much meaningful significance.

Regional Comparisons

The mean scores were calculated for each question on both a statewide and a regional basis - using the four CMHDA regions (refer to Appendix A) which include the Bay Area, Central, Southern, and Superior regions. Question #6 showed the least variation by region with means ranging from 3.43 to 3.54. Question #8 showed the largest variation by region with means ranging from 2.47 to 3.63. There were statistically significant differences in the means by region for all eight questions with the Superior Region showing the highest mean on the first seven questions, and the Central region showing the highest mean on the eighth question. The Bay Area Region showed the lowest mean on questions #1, #3, #6, and #7, and the Southern Region showed the lowest mean on questions #2, #4, #5, and #8.

Gender, Age and Ethnicity Comparisons

There were no statistically significant differences in the means by gender and age categories except for a notably higher mean for ages 19-21 on Question #4. There were statistically significant differences in the means for ethnic groupings on questions #2, #3, #4, #5, #6 and #8. Question #2 showed statistically significant differences between white (3.23) and Spanish/Hispanic (3.16) groups, and between Filipino (3.53) and white (3.23), Spanish/Hispanic (3.16), and African American (3.18) groups. Question #3 showed statistically significant differences between white (3.23) and African American (3.16) groups. Question #4 showed a statistically significant difference between white (3.42) and Spanish/Hispanic (3.31) groups, and between white (3.42) and African American (3.35) groups. Question #5 showed a statistically significant difference between white (3.20) and Spanish/Hispanic (3.11) groups. Question #6 showed a statistically significant difference between white (3.48) and Spanish/Hispanic (3.54) groups. Question #8 showed a statistically significant difference between white (2.93) and Spanish/Hispanic (3.25), African American (3.31), Asian/Pacific (3.43), Native American (3.16), Southeast Asian (3.57) and Filipino (3.64) groups.

Method of Administration Comparisons

There were statistically significant differences in the means by the method of administration employed for all eight questions. The mean scores for the forms that were administered by mailing out were significantly lower than the means of the forms that were handed out at the clinic or in the field on all eight questions. There were no statistically significant differences between the forms that were administered in the clinic or in the field; however, the counts for those administered in the field were very low. For Question #8 only, there was a statistical difference for those forms that were administered in the clinic between whether they were completed onsite (3.42) or mailed back (3.58).

Conclusions

For the population represented by these data, there is a high level of satisfaction being expressed by the parent/caregiver with the public mental health services being received for children and youth. It should be noted that CSQ-8 respondents represent a self-selected group; how representative this group is of the target population cannot be ascertained due to data limitations resulting from protocols that were established to ensure that client confidentiality is preserved. Lack of additional characterizing data for this population, such as clinical diagnosis, limits the generalizations that can be made. However, with the implementation of the DMH Client Services Information (CSI) System, additional characterization may be available in future versions of the Child and Youth Performance Outcome System to provide for more powerful analyses.

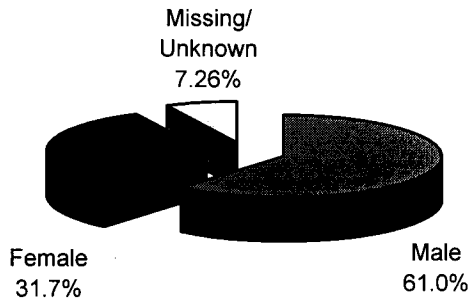
Individual counties could use this current data to make comparisons with their own data to examine differences in the satisfaction ratings by additional categories, if available, such as by type of treatment or program, or by provider. Counties with unusually high or low ratings in any area(s) might want to conduct further surveys to ascertain whether any effective improvements might be made to their overall system and/or specific programs. DMH will endeavor to identify characteristics of county programs that appear to be linked to higher levels of satisfaction.

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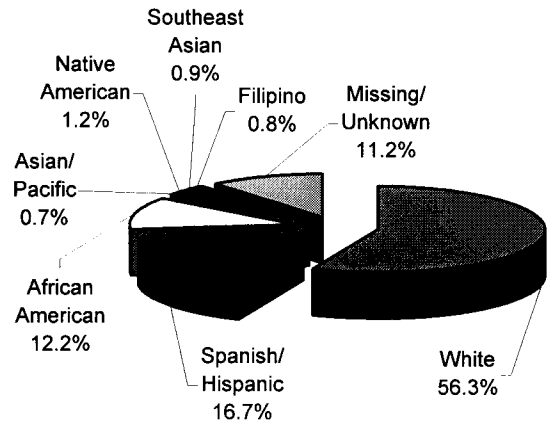
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STATEWIDE DEMOGRAPHIC DATA

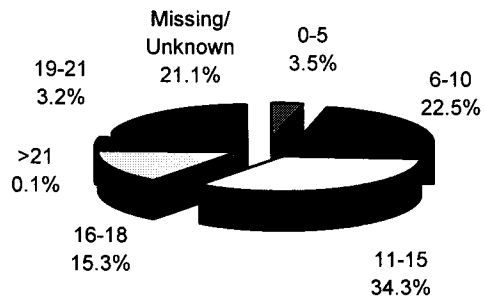
**Client Gender for CSQ-8 Data
(Total N=7056)**



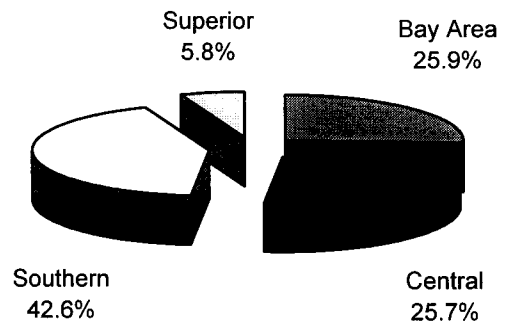
**Client Ethnicity for CSQ-8 Data
(Total N=7056)**



**Client Age Categories for CSQ-8 Data
(Total N=7056)**



**State Regions for CSQ-8 Data
(Total N=7056)**



STATEWIDE DEMOGRAPHIC DATA

Client Gender for CSQ-8 Data		
	N	%
Male	4307	61.04%
Female	2237	31.70%
Missing/Unknown	512	7.26%
	7056	100.00%

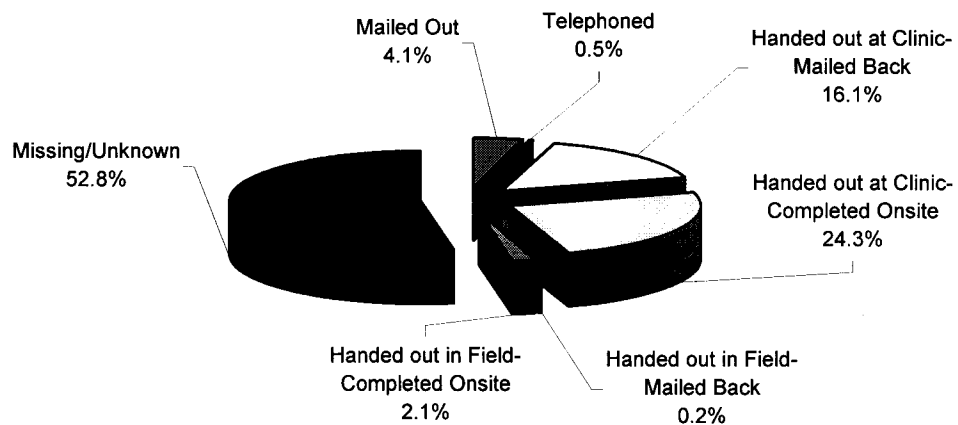
Client Ethnicity for CSQ-8 Data		
	N	%
White	3974	56.3%
Spanish/ Hispanic	1180	16.7%
African American	859	12.2%
Asian/ Pacific	46	0.7%
Native American	86	1.2%
Southeast Asian	66	0.9%
Filipino	57	0.8%
Missing/ Unknown	788	11.2%
	7056	100.0%

Client Age Categories for CSQ-8 Data		
	N	%
0-5	247	3.5%
6-10	1591	22.5%
11-15	2418	34.3%
16-18	1080	15.3%
19-21	228	3.2%
>21	5	0.1%
Missing/ Unknown	1487	21.1%
	7056	100.0%

State Regions for CSQ-8 Data		
	N	%
Bay Area	1830	25.9%
Central	1810	25.7%
Southern	3006	42.6%
Superior	410	5.8%
	7056	100.0%

STATEWIDE ADMINISTRATION METHODS

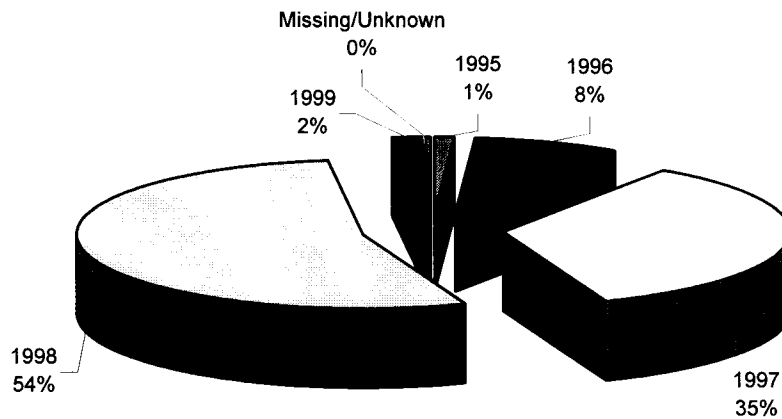
Method of Administration for CSQ-8 Data



Method of Administration for CSQ-8 Data		
	N	%
Mailed Out	289	4.1%
Telephoned	32	0.5%
Handed out at Clinic-Mailed Back	1138	16.1%
Handed out at Clinic-Completed Onsite	1714	24.3%
Handed out in Field-Mailed Back	14	0.2%
Handed out in Field-Completed Onsite	146	2.1%
Missing/Unknown	3723	52.8%
	7056	100.0%

STATEWIDE ADMINISTRATION DATES

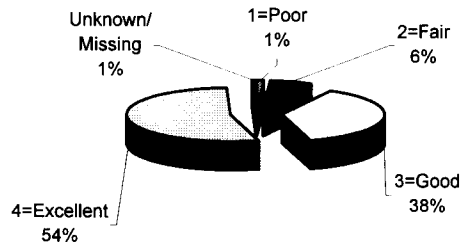
Administration Dates for CSQ-8 Data



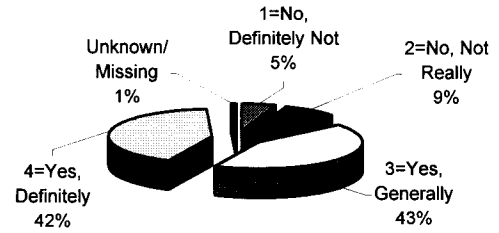
Administration Dates for CSQ-8 Data		
Year	N	%
1995	75	1.1%
1996	590	8.4%
1997	2448	34.7%
1998	3801	53.9%
1999	130	1.8%
Missing/Unknown	12	0.2%
	7056	100.0%

SUMMARY OF CSQ-8 SCALE SCORES

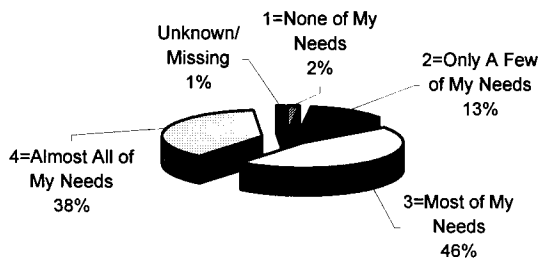
CSQ8-#1 How Would You Rate the Quality of Service You Have Received? (N=7056)



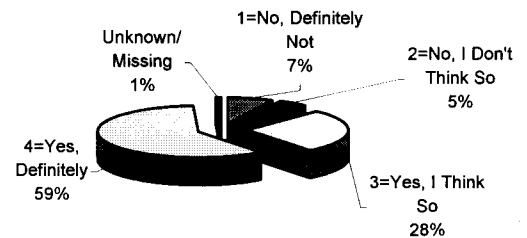
CSQ8-#2 Did You Get the Type of Service You Wanted? (N=7056)



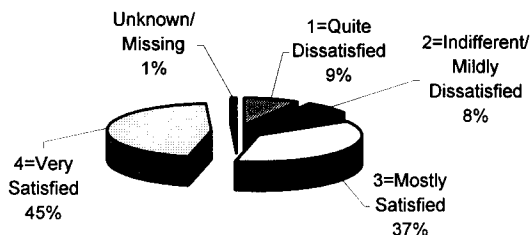
CSQ8-#3 To What Extent Has Our Program Met Your Needs? (N=7056)



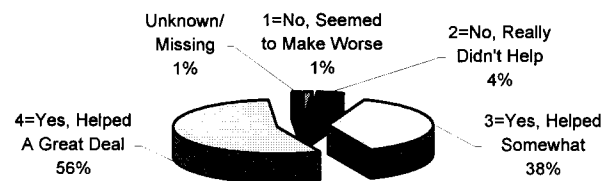
CSQ8-#4 If A Friend Were in Need of Similar Help, Would You Recommend Our Program to Him/Her? (N=7056)



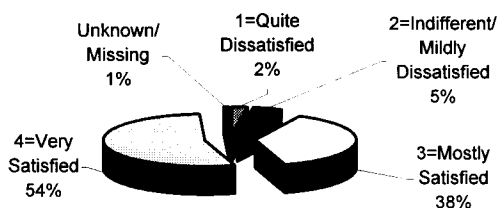
CSQ8-#5 How Satisfied Are You with the Amount of Help You Have Received? (N=7056)



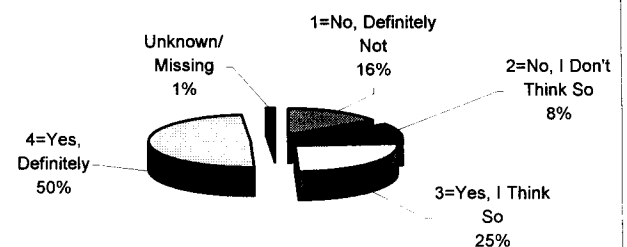
CSQ8-#6 Have the Services You Received Helped You to Deal More Effectively with Your Problems? (N=7056)



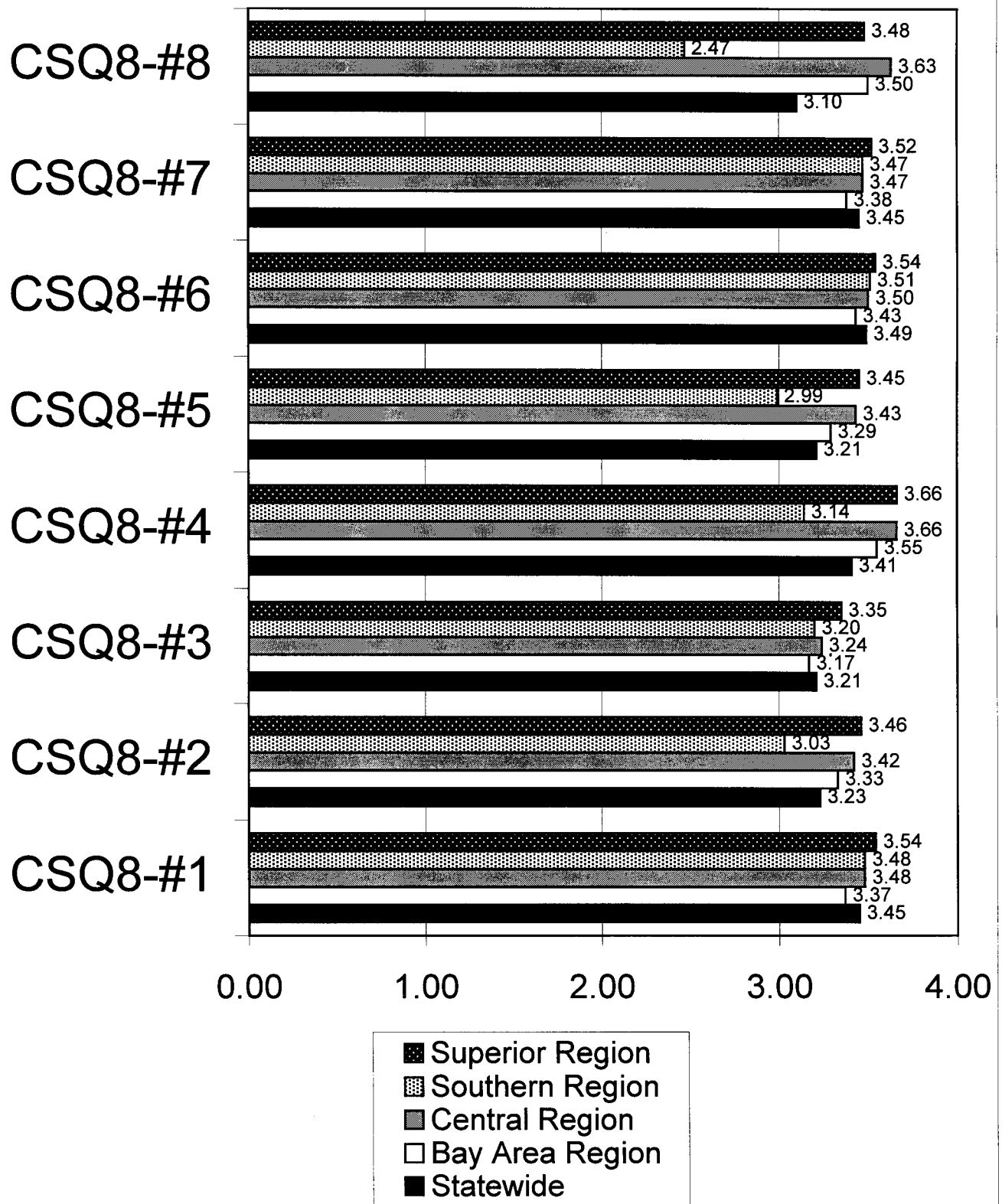
CSQ8-#7 In An Overall, General Sense, How Satisfied are You with the Service You Have Received? (N=7056)



CSQ8-#8 If You Were to Seek Help Again, Would You Come Back to Our Program? (N=7056)



CSQ-8 Mean Scores (Regional and Statewide)



CSQ-8 Question #1: How would you rate the quality of service you have received?

Summary of Responses:

	N	%	MEAN SCORE STATEWIDE = 3.45 (N=7013)
1 = Poor	87	1.2%	
2 = Fair	452	6.4%	
3 = Good	2680	38.0%	
4 = Excellent	3794	53.8%	
Missing/Unknown	43	0.6%	
Totals	7056	100.0%	

Comparison of Means by Gender, by Ethnicity, and by Age Categories:

No statistically significant differences

Comparison of Means by State Region:

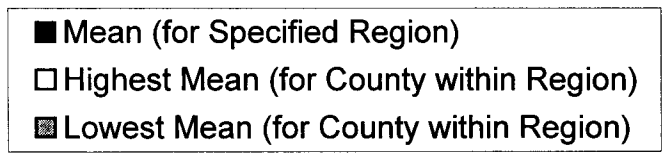
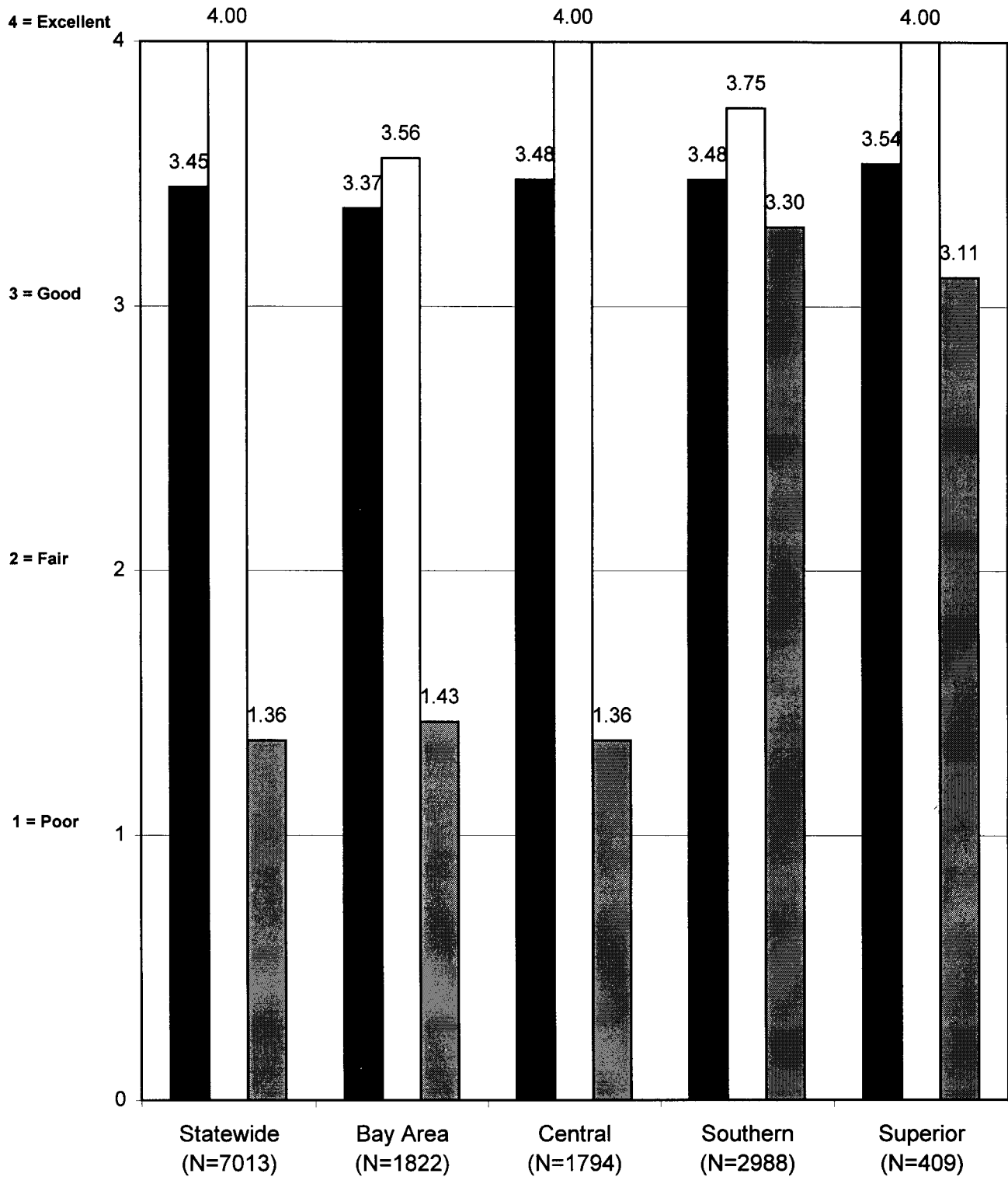
	Bay Area	Central	Southern	Superior
Bay Area	Mean = 3.3683	Mean = 3.4755	Mean = 3.4759	Mean = 3.5428
Central	*** (p<.05)			
Southern	*** (p<.05)			
Superior	*** (p<.05)			

Comparison of Means by Method of Administration:

	Mailed Out	Telephoned	Handed out at clinic – mailed back	Handed out at clinic – completed onsite	Handed out in field – mailed back	Handed out in field – completed onsite
Mailed Out	Mean = 3.1294	Mean = 3.5000	Mean = 3.4428	Mean = 3.4456	Mean = 3.4286	Mean = 3.4247
Telephoned	*** (p<.05)					
Handed out at clinic – mailed back	*** (p<.05)					
Handed out at clinic – completed onsite	*** (p<.05)					
Handed out in field – mailed back						
Handed out in field – completed onsite	*** (p<.05)					

*** Statistically significant differences

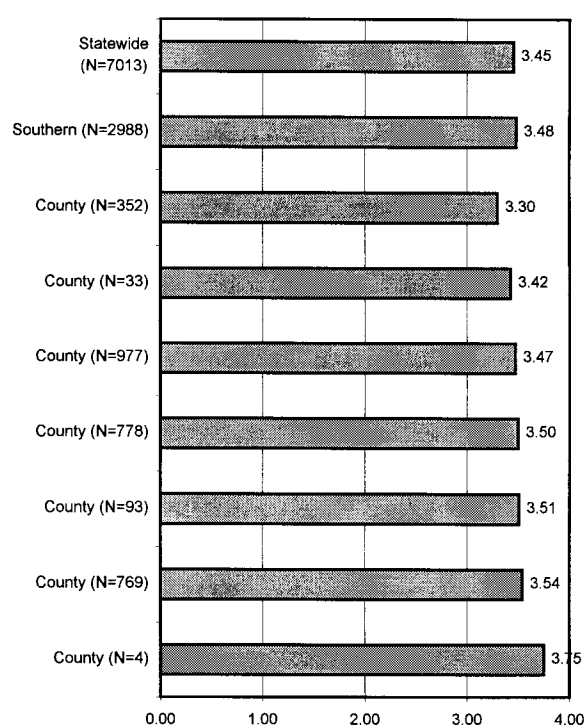
**CSQ8-#1 How Would You Rate
the Quality of Service You Have Received?**



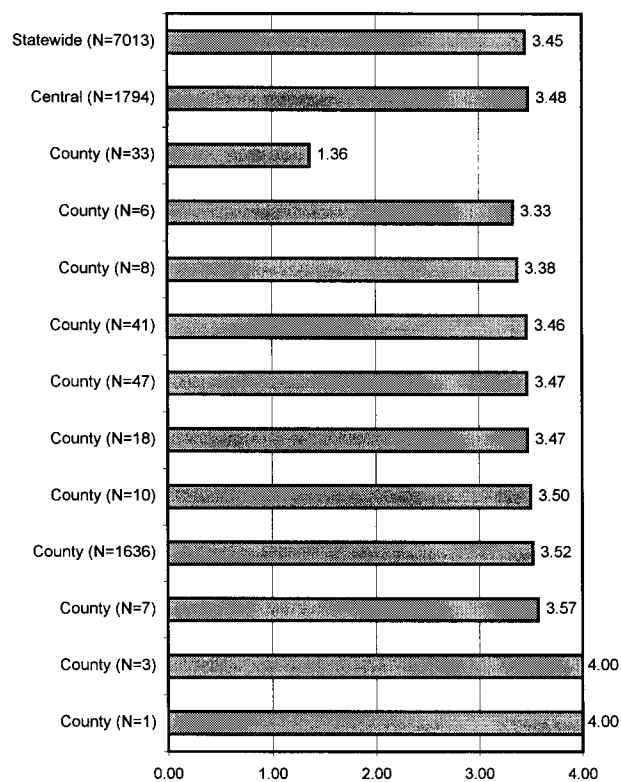
Bay Area Region
Mean Scores for Question #1 on CSQ-8



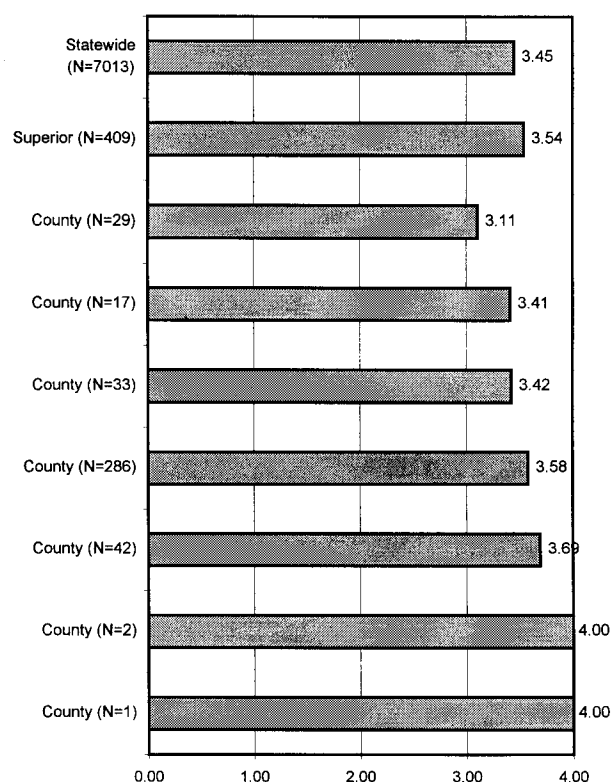
Southern Region
Mean Scores for Question #1 on CSQ-8



Central Region
Mean Scores for Question #1 on CSQ-8



Superior Region
Mean Scores for Question #1 on CSQ-8



CSQ-8 Question #2: Did you get the kind of service you wanted?

Summary of Responses:

	N	%	MEAN SCORE STATEWIDE = 3.23 (N=7002)
1 = No, Definitely Not	374	5.3%	
2 = No, Not Really	602	8.5%	
3 = Yes, Generally	3046	43.2%	
4 = Yes, Definitely	2980	42.2%	
Missing/Unknown	54	0.8%	
Totals	7056	100.0%	

Comparison of Means by Gender, and by Age Categories:

No statistically significant differences

Comparison of Means by Ethnicity:

	White	Spanish/ Hispanic	African American	Asian/ Pacific	Native American	Southeast Asian	Filipino
White	Mean = 3.2345	Mean = 3.1637	Mean = 3.1821	Mean = 3.0652	Mean = 3.1647	Mean = 3.3182	Mean = 3.5263
Spanish/ Hispanic	*** (p<.05)						
African American							
Asian/Pacific							
Native American							
Southeast Asian							
Filipino	*** (p<.05)	*** (p<.05)	*** (p<.05)				

Comparison of Means by State Region:

	Bay Area	Central	Southern	Superior
Bay Area	Mean = 3.3333	Mean = 3.4213	Mean = 3.0265	Mean = 3.4606
Central	*** (p<.05)			
Southern	*** (p<.05)	*** (p<.05)		
Superior	*** (p<.05)		*** (p<.05)	

*** Statistically significant differences

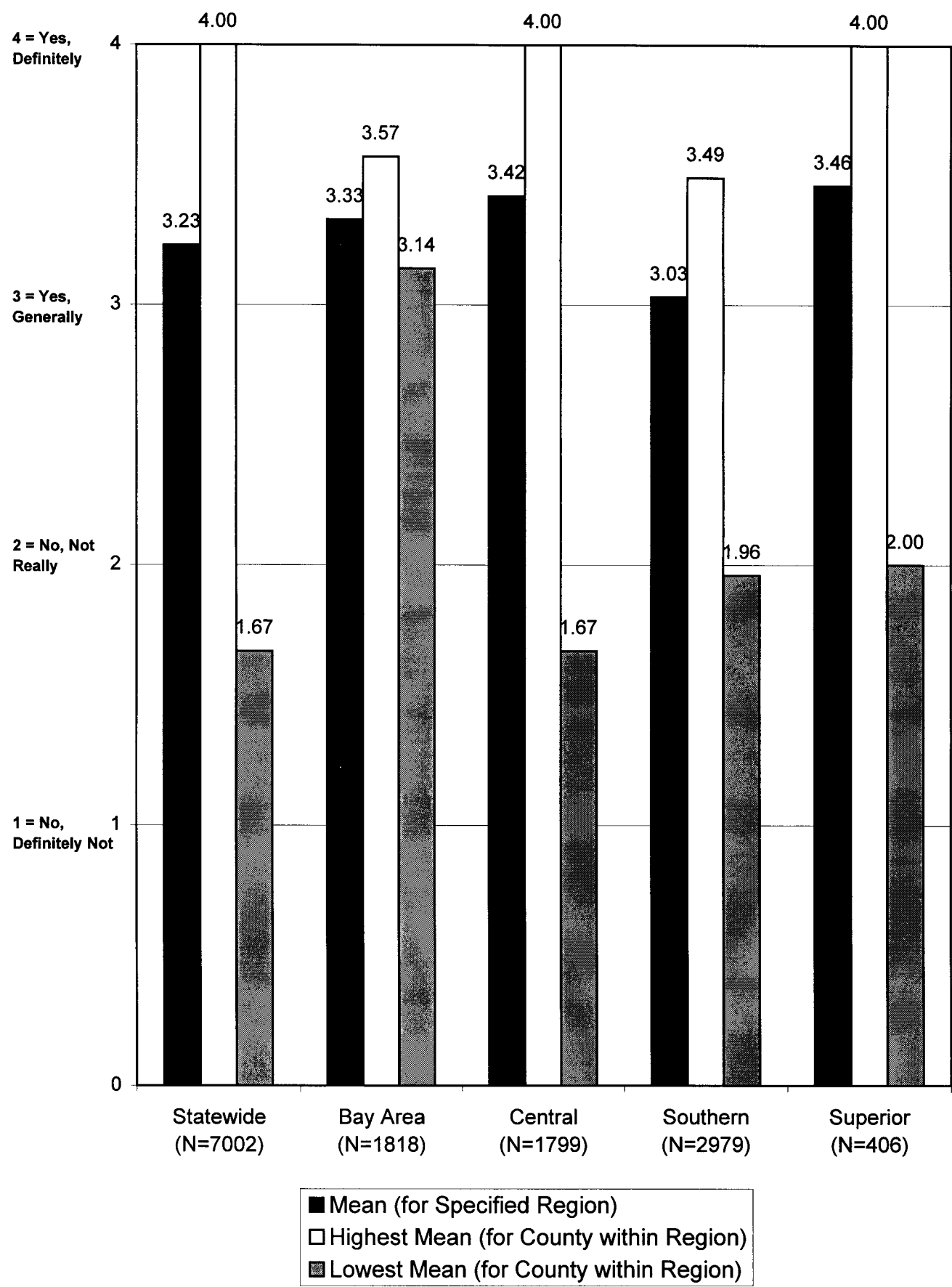
CSQ-8 Question #2: Did you get the kind of service you wanted? (Continued)

Comparison of Means by Method of Administration:

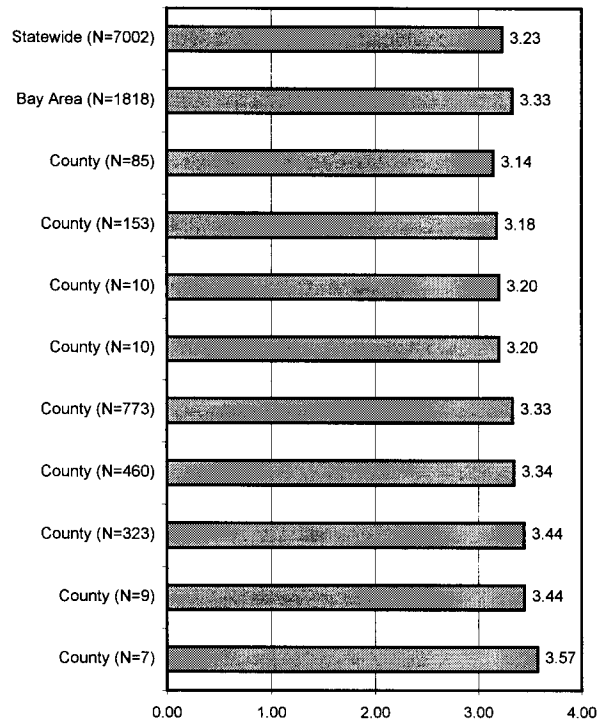
	Mailed Out	Telephoned	Handed out at clinic – mailed back	Handed out at clinic – completed onsite	Handed out in field – mailed back	Handed out in field – completed onsite
Mailed Out	Mean = 3.1702	Mean = 3.3226	Mean = 3.3982	Mean = 3.4201	Mean = 3.3571	Mean = 3.4236
Telephoned						
Handed out at clinic – mailed back	*** (p<.05)					
Handed out at clinic – completed onsite	*** (p<.05)					
Handed out in field – mailed back						
Handed out in field – completed onsite	*** (p<.05)					

*** Statistically significant differences

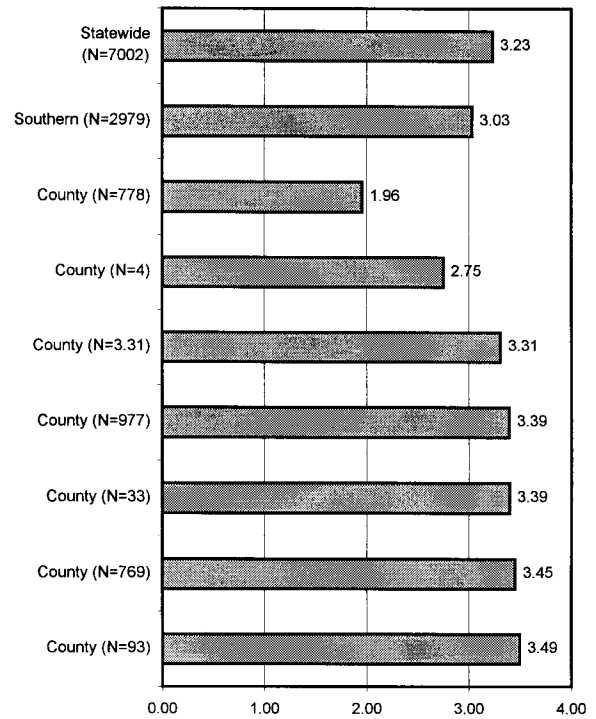
CSQ8-#2 Did You Get the Kind of Service You Wanted?



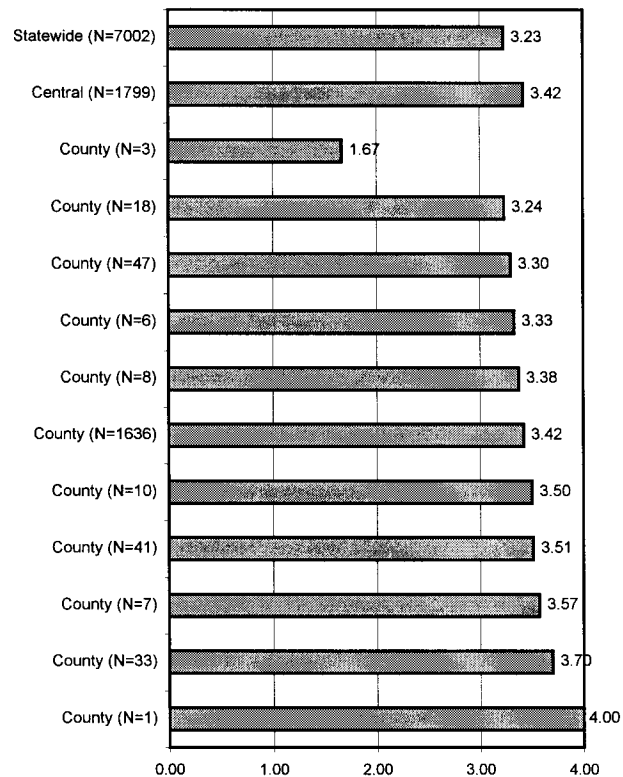
Bay Area Region
Mean Scores for Question #2 on CSQ-8



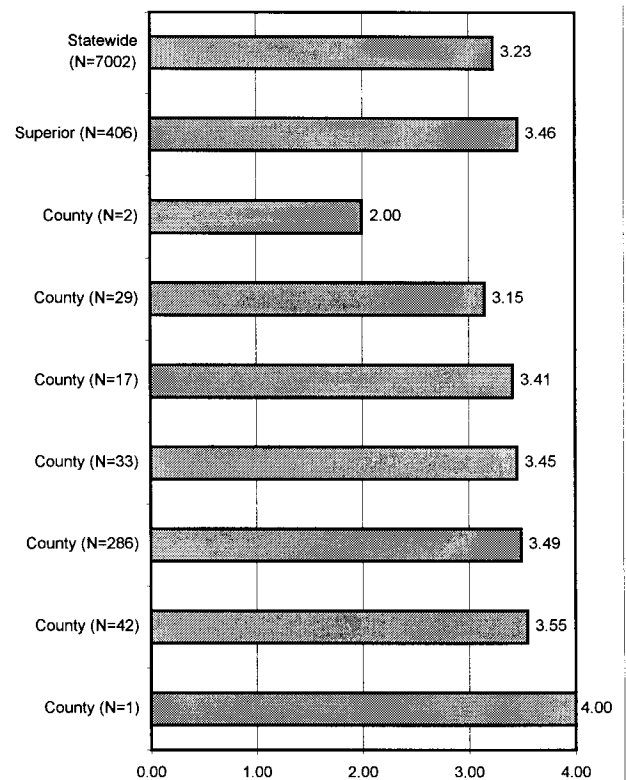
Southern Region
Mean Scores for Question #2 on CSQ-8



Central Region
Mean Scores for Question #2 on CSQ-8



Superior Region
Mean Scores for Question #2 on CSQ-8



CSQ-8 Question #3: To what extent has our program met your needs?

Summary of Responses:

	N	%	MEAN SCORE STATEWIDE = 3.21 (N=6955)
1 = None of my needs	137	1.9%	
2 = Only a few of my needs	913	12.9%	
3 = Most of my needs	3240	45.9%	
4 = Almost all of my needs	2665	37.8%	
Missing/Unknown	101	1.4%	
Totals	7056	100.0%	

Comparison of Means by Gender, and by Age Categories:

No statistically significant differences

Comparison of Means by Ethnicity:

	White	Spanish/ Hispanic	African American	Asian/ Pacific	Native American	Southeast Asian	Filipino
White	Mean = 3.2310	Mean = 3.2069	Mean = 3.1561	Mean = 2.9783	Mean = 3.1294	Mean = 3.0462	Mean = 3.2456
Spanish/ Hispanic							
African American	*** (p<.05)						
Asian/Pacific							
Native American							
Southeast Asian							
Filipino							

Comparison of Means by State Region:

	Bay Area	Central	Southern	Superior
Bay Area	Mean = 3.1679	Mean = 3.2403	Mean = 3.2047	Mean = 3.3465
Central	*** (p<.05)			
Southern				
Superior	*** (p<.05)	*** (p<.05)	*** (p<.05)	

*** Statistically significant differences

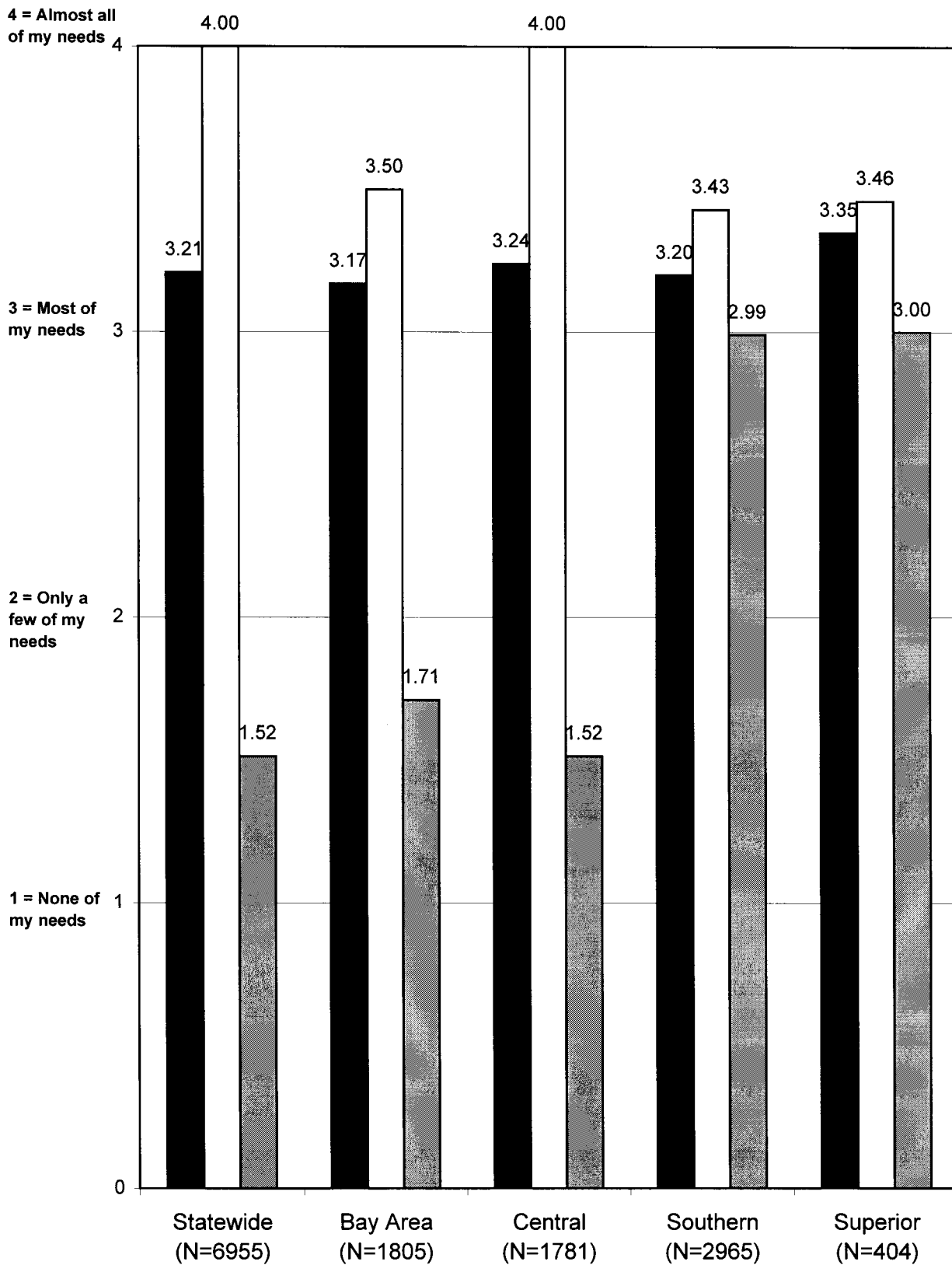
CSQ-8 Question #3: To what extent has our program met your needs? (Continued)

Comparison of Means by Method of Administration:

	Mailed Out	Telephoned	Handed out at clinic – mailed back	Handed out at clinic – completed onsite	Handed out in field – mailed back	Handed out in field – completed onsite
Mailed Out	Mean = 2.9930	Mean = 3.2813	Mean = 3.2144	Mean = 3.2564	Mean = 3.1429	Mean = 3.3191
Telephoned						
Handed out at clinic – mailed back	*** (p<.05)					
Handed out at clinic – completed onsite	*** (p<.05)					
Handed out in field – mailed back						
Handed out in field – completed onsite	*** (p<.05)					

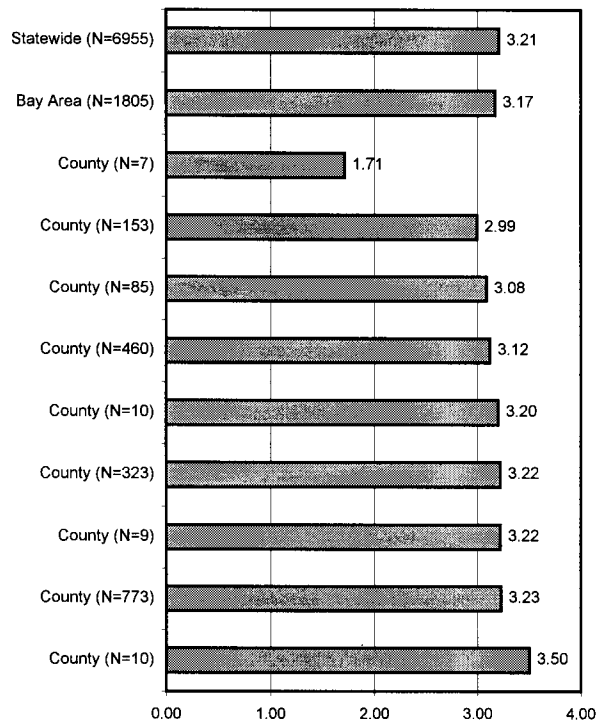
*** Statistically significant differences

CSQ8-#3 To What Extent Has Our Program Met Your Needs?

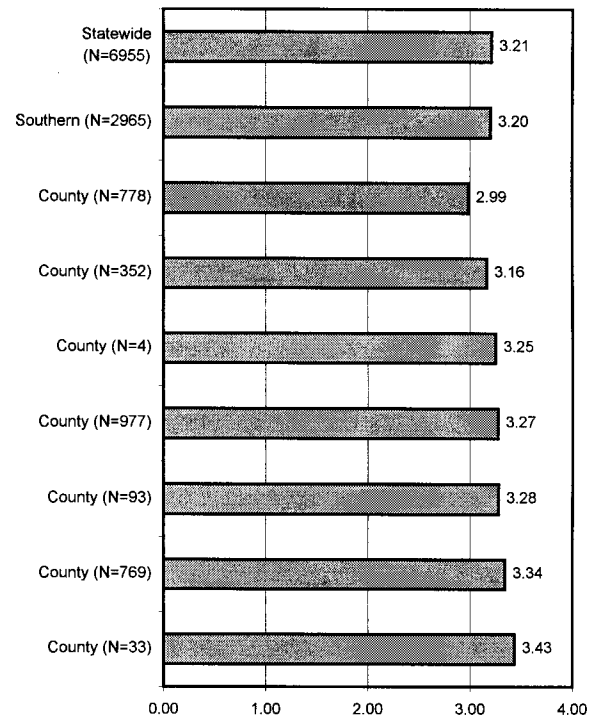


■ Mean (for Specified Region)
 □ Highest Mean (for County within Region)
 ■ Lowest Mean (for County within Region)

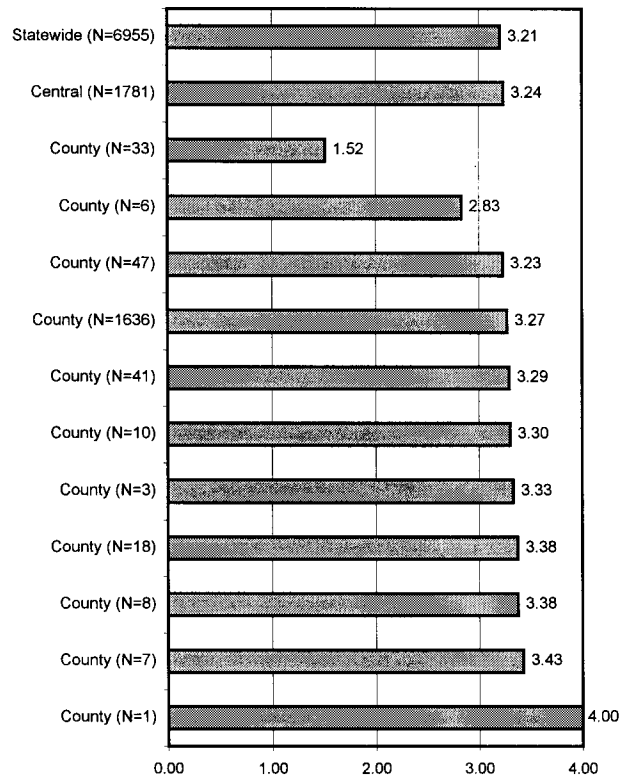
Bay Area Region
Mean Scores for Question #3 on CSQ-8



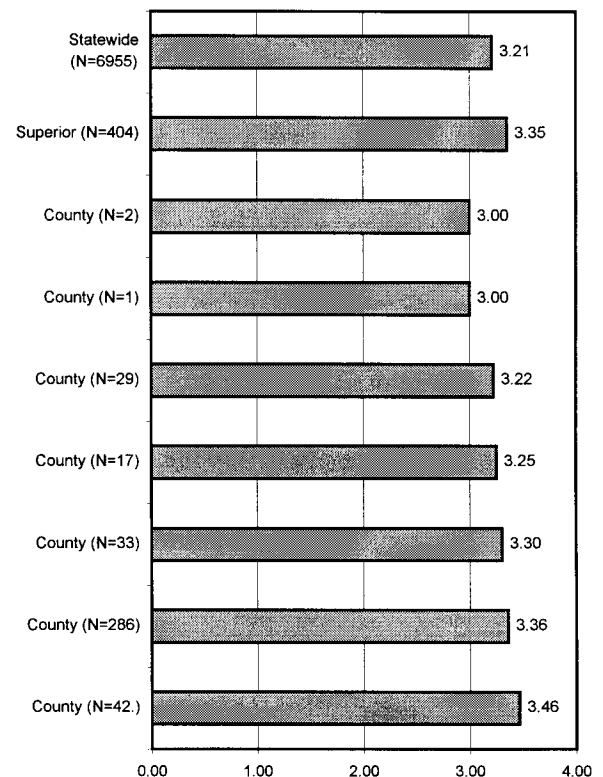
Southern Region
Mean Scores for Question #3 on CSQ-8



Central Region
Mean Scores for Question #3 on CSQ-8



Superior Region
Mean Scores for Question #3 on CSQ-8



CSQ-8 Question #4: If a friend were in need of similar help, would you recommend our program to him or her?

Summary of Responses:

	N	%	MEAN SCORE STATEWIDE = 3.41 (N=6989)
1 = No, definitely not	507	7.2%	
2 = No, I don't think so	331	4.7%	
3 = Yes, I think so	1942	27.5%	
4 = Yes, definitely	4209	59.7%	
Missing/Unknown	67	0.9%	
Totals	7056	100.0%	

Comparison of Means by Gender:

No statistically significant differences

Comparison of Means by Age Category:

	0-5	6-10	11-15	16-18	19-21	>21
0-5	Mean = 3.3607	Mean = 3.3418	Mean = 3.3664	Mean = 3.3253	Mean = 3.5089	Mean = 3.0000
6-10						
11-15						
16-18						
19-21		*** (p<.05)	*** (p<.05)	*** (p<.05)		
>21						

Comparison of Means by Ethnicity:

	White	Spanish/ Hispanic	African American	Asian/ Pacific	Native American	Southeast Asian	Filipino
White	Mean = 3.4214	Mean = 3.3082	Mean = 3.3459	Mean = 3.1333	Mean = 3.4535	Mean = 3.4848	Mean = 3.5439
Spanish/ Hispanic	*** (p<.05)						
African American	*** (p<.05)						
Asian/Pacific							
Native American							
Southeast Asian							
Filipino							

*** Statistically significant differences

CSQ-8 Question #4: If a friend were in need of similar help, would you recommend our program to him or her? (Continued)

Comparison of Means by State Region:

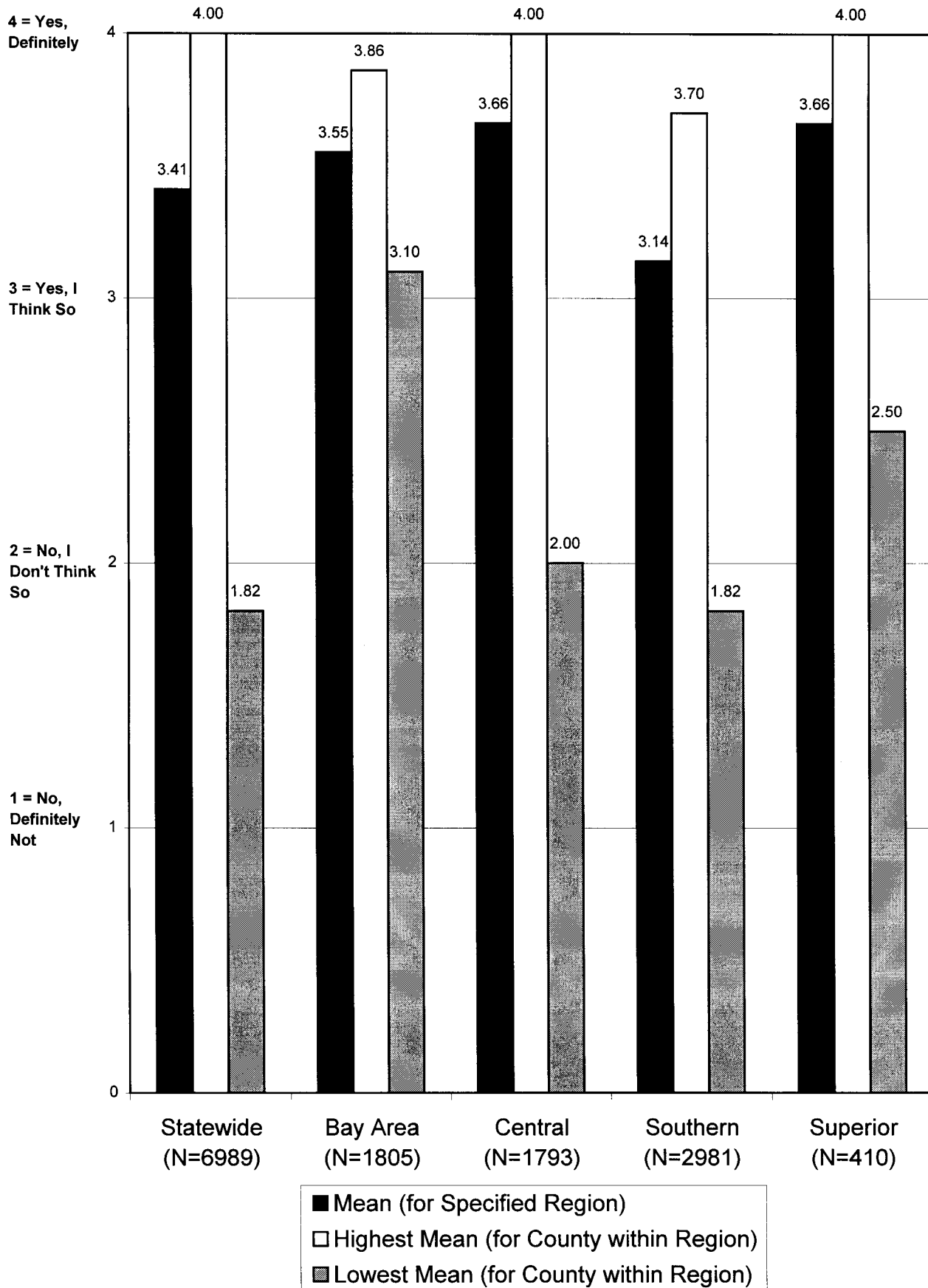
	Bay Area	Central	Southern	Superior
Bay Area	Mean = 3.5452	Mean = 3.6642	Mean = 3.1399	Mean = 3.6634
Central	*** (p<.05)			
Southern	*** (p<.05)	*** (p<.05)		
Superior	*** (p<.05)		*** (p<.05)	

Comparison of Means by Method of Administration:

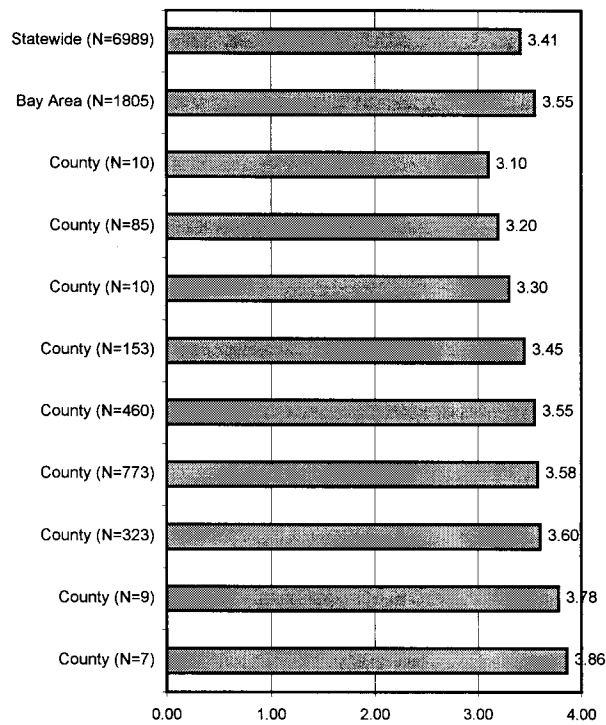
	Mailed Out	Telephoned	Handed out at clinic – mailed back	Handed out at clinic – completed onsite	Handed out in field – mailed back	Handed out in field – completed onsite
Mailed Out	Mean = 3.3887	Mean = 3.7188	Mean = 3.5890	Mean = 3.5927	Mean = 3.8462	Mean = 3.6414
Telephoned						
Handed out at clinic – mailed back	*** (p<.05)					
Handed out at clinic – completed onsite	*** (p<.05)					
Handed out in field – mailed back						Mean = 3.6414
Handed out in field – completed onsite	*** (p<.05)					

*** Statistically significant differences

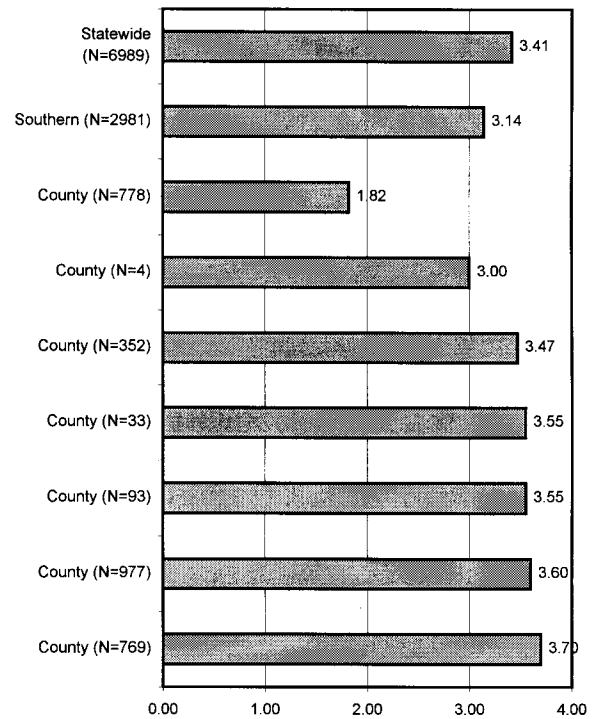
**CSQ8-#4 If A Friend Were in Need of Similar Help,
Would You Recommend Our Program to Him or Her?**



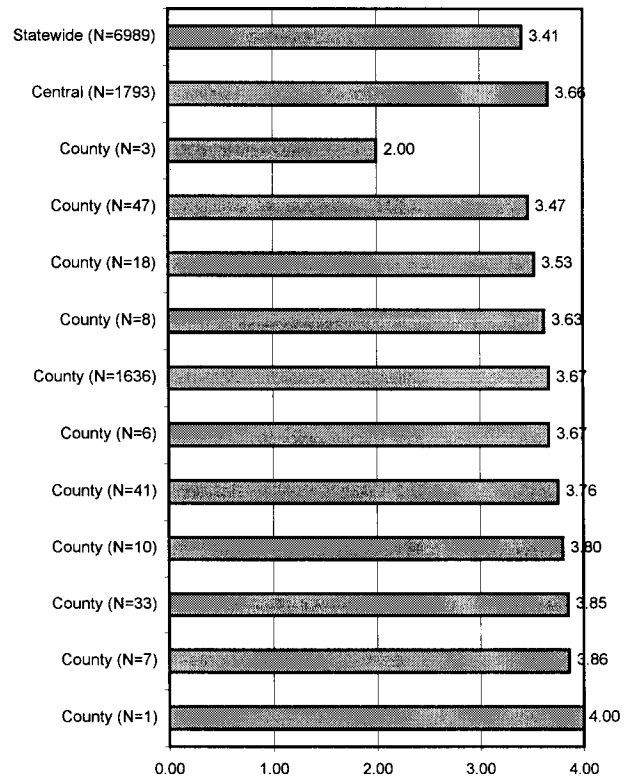
Bay Area Region
Mean Scores for Question #4 on CSQ-8



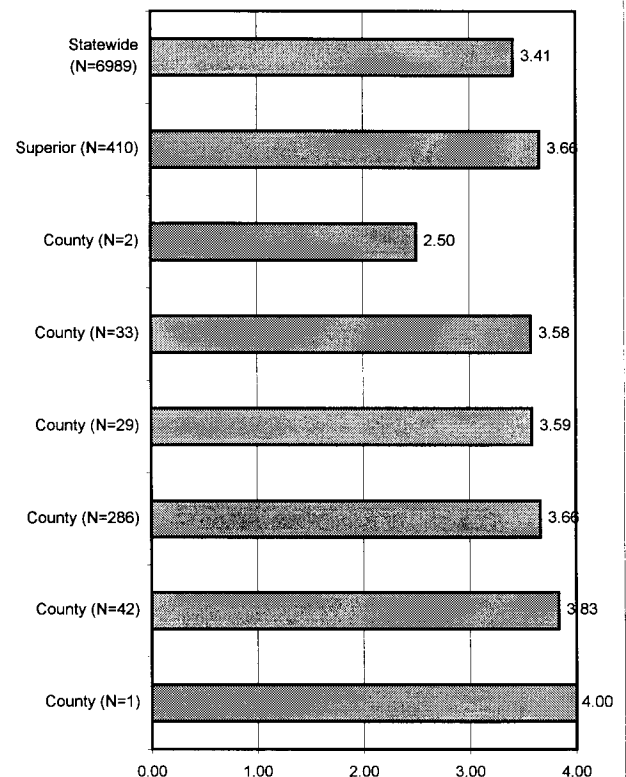
Southern Region
Mean Scores for Question #4 on CSQ-8



Central Region
Mean Scores for Question #4 on CSQ-8



Superior Region
Mean Scores for Question #4 on CSQ-8



CSQ-8 Question #5: How satisfied are you with the amount of help you have received?

Summary of Responses:

	N	%	MEAN SCORE STATEWIDE = 3.21 (N=7000)
1 = Quite dissatisfied	616	8.7%	
2 = Indifferent/mildly dissatisfied	547	7.8%	
3 = Mostly satisfied	2621	37.1%	
4 = Very Satisfied	3216	45.6%	
Missing/Unknown	56	0.8%	
Totals	7056	100.0%	

Comparison of Means by Gender, and by Age Categories:

No statistically significant differences

Comparison of Means by Ethnicity:

	White	Spanish/ Hispanic	African American	Asian/ Pacific	Native American	Southeast Asian	Filipino
White	Mean = 3.2032	Mean = 3.1141	Mean = 3.1849	Mean = 3.1304	Mean = 3.2326	Mean = 3.2769	Mean = 3.4211
Spanish/ Hispanic	*** (p<.05)						
African American							
Asian/Pacific							
Native American							
Southeast Asian							
Filipino							

Comparison of Means by State Region:

	Bay Area	Central	Southern	Superior
Bay Area	Mean = 3.2893	Mean = 3.4314	Mean = 2.9852	Mean = 3.4461
Central	*** (p<.05)			
Southern	*** (p<.05)			
Superior	*** (p<.05)			

*** Statistically significant differences

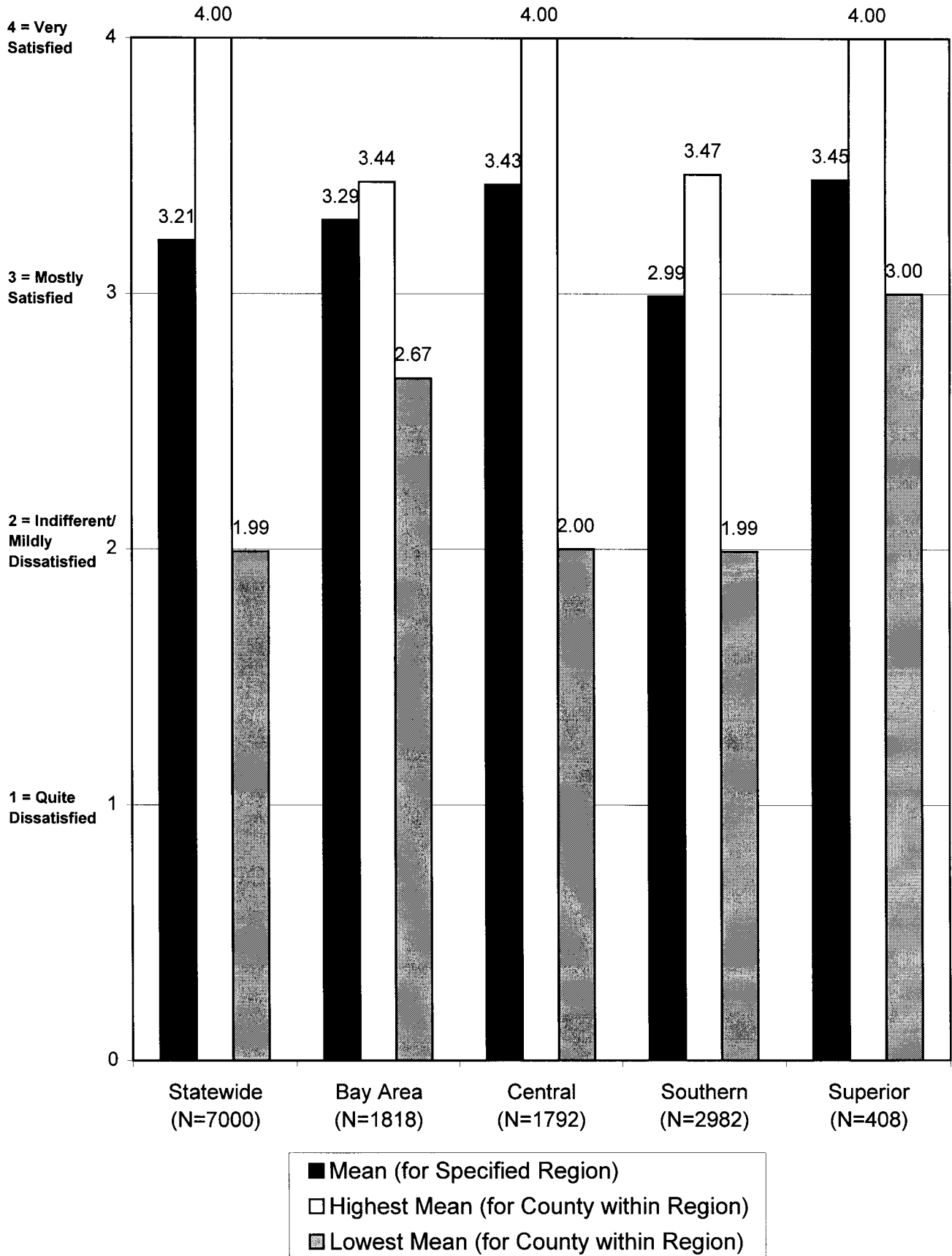
**CSQ-8 Question #5: How satisfied are you with the amount of help you have received?
(Continued)**

Comparison of Means by Method of Administration:

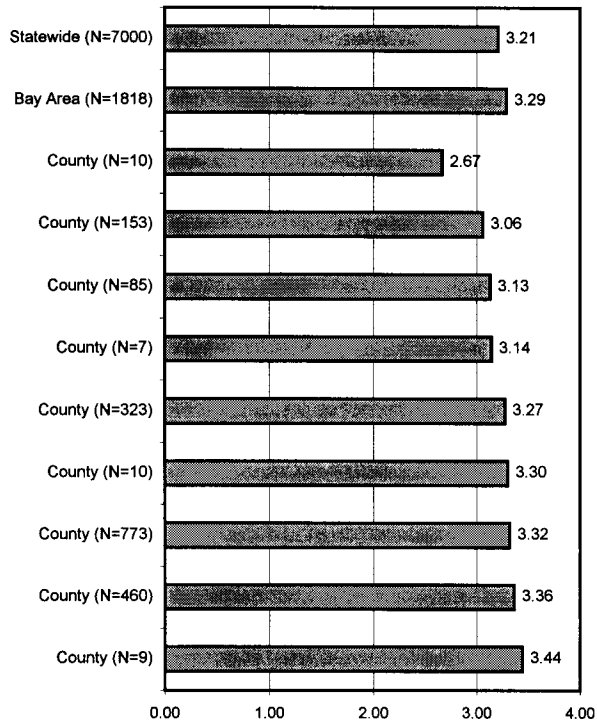
	Mailed Out	Telephoned	Handed out at clinic – mailed back	Handed out at clinic – completed onsite	Handed out in field – mailed back	Handed out in field – completed onsite
Mailed Out	Mean = 3.0954					
Telephoned		Mean = 3.2813				
Handed out at clinic – mailed back	*** (p<.05)		Mean = 3.3542			
Handed out at clinic – completed onsite	*** (p<.05)			Mean = 3.3529		
Handed out in field – mailed back					Mean = 3.4286	
Handed out in field – completed onsite						Mean = 3.2014

*** Statistically significant differences

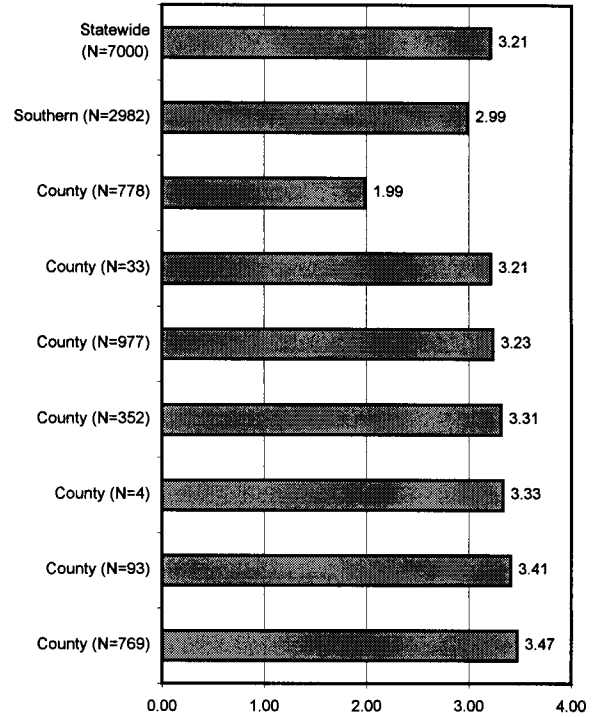
**CSQ8-#5 How Satisfied Are You With the
Amount of Help You Have Received?**



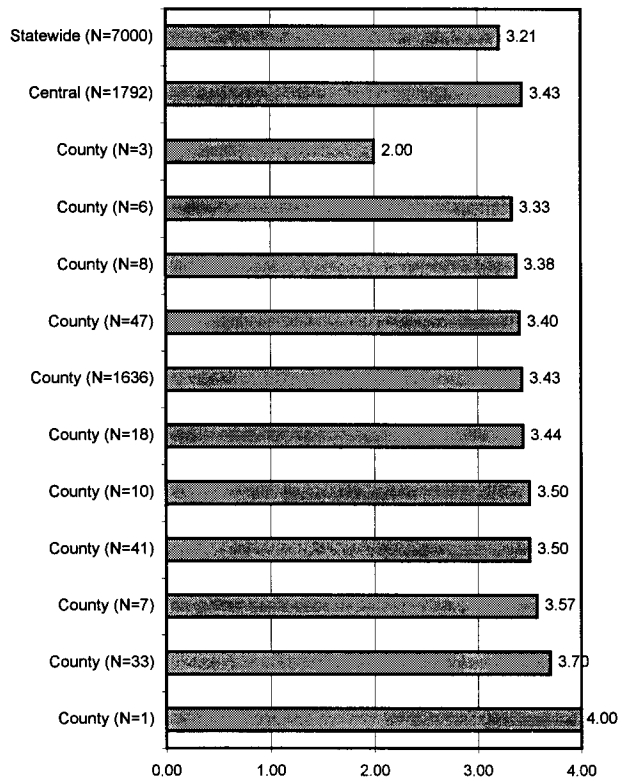
Bay Area Region
Mean Scores for Question #5 on CSQ-8



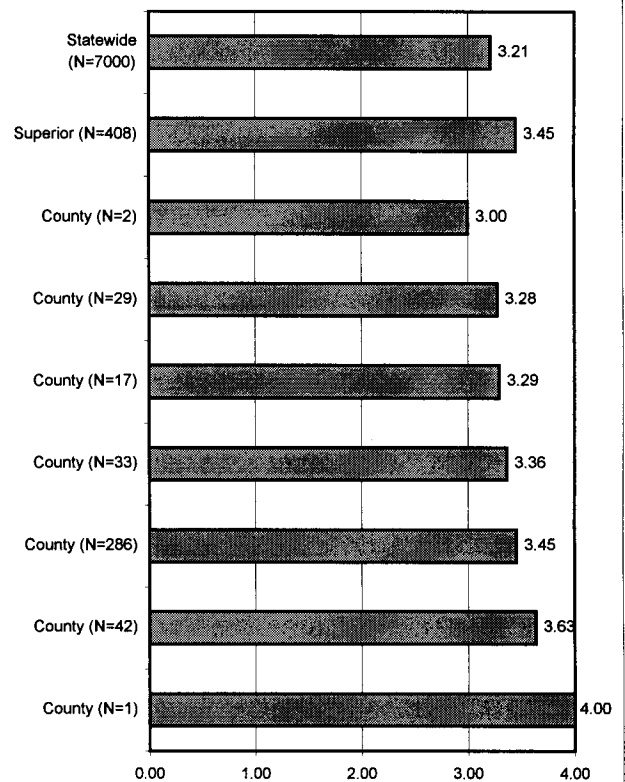
Southern Region
Mean Scores for Question #5 on CSQ-8



Central Region
Mean Scores for Question #5 on CSQ-8



Superior Region
Mean Scores for Question #5 on CSQ-8



CSQ-8 Question #6: Have the services you received helped you to deal more effectively with your problems?

Summary of Responses:

	N	%	MEAN SCORE STATEWIDE = 3.49 (N=6955)
1 = No, seemed to make worse	90	1.3%	
2 = No, really didn't help	310	4.4%	
3 = Yes, helped somewhat	2653	37.6%	
4 = Yes, helped a great deal	3902	55.3%	
Missing/Unknown	101	1.4%	
Totals	7056	100.0%	

Comparison of Means by Gender, and by Age Categories:

No statistically significant differences

Comparison of Means by Ethnicity:

	White	Spanish/ Hispanic	African American	Asian/ Pacific	Native American	Southeast Asian	Filipino
White	Mean = 3.4844	Mean = 3.5435	Mean = 3.4923	Mean = 3.3409	Mean = 3.3605	Mean = 3.3968	Mean = 3.5088
Spanish/ Hispanic	*** (p<.05)						
African American							
Asian/Pacific							
Native American							
Southeast Asian							
Filipino							

Comparison of Means by State Region:

	Bay Area	Central	Southern	Superior
Bay Area	Mean = 3.4349	Mean = 3.5003	Mean = 3.5112	Mean = 3.5439
Central	*** (p<.05)			
Southern	*** (p<.05)			
Superior	*** (p<.05)			

*** Statistically significant differences

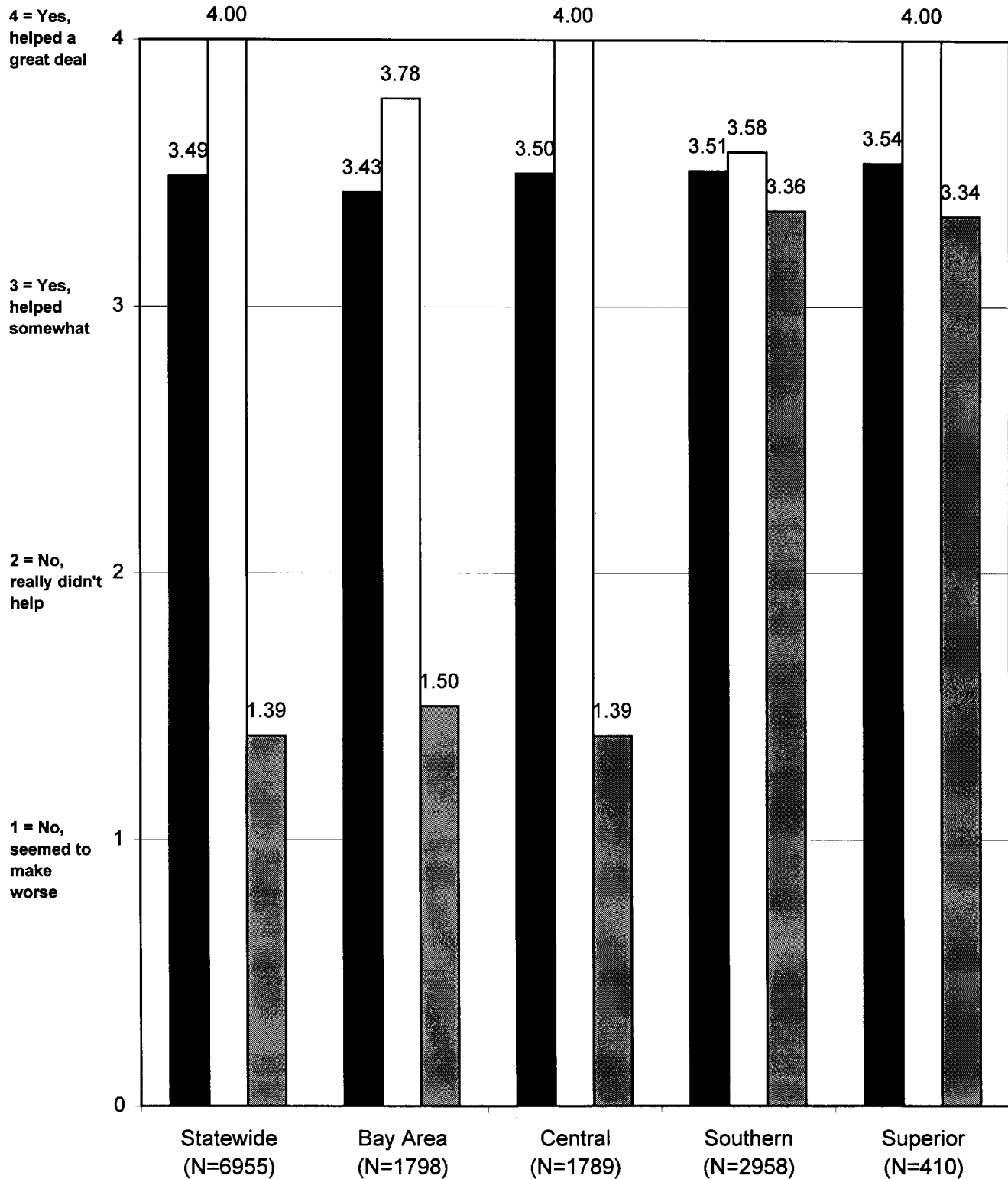
CSQ-8 Question #6: Have the services you received helped you to deal more effectively with your problems? (Continued)

Comparison of Means by Method of Administration:

	Mailed Out	Telephoned	Handed out at clinic – mailed back	Handed out at clinic – completed onsite	Handed out in field – mailed back	Handed out in field – completed onsite
Mailed Out	Mean = 3.2740					
Telephoned		Mean = 3.4688				
Handed out at clinic – mailed back	*** (p<.05)		Mean = 3.4641			
Handed out at clinic – completed onsite	*** (p<.05)			Mean = 3.4950		
Handed out in field – mailed back					Mean = 3.4286	
Handed out in field – completed onsite	*** (p<.05)					Mean = 3.4126

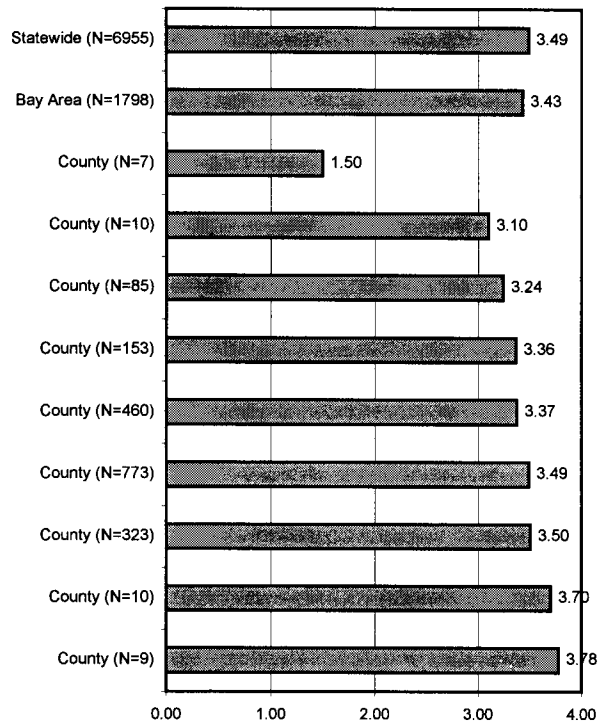
*** Statistically significant differences

CSQ8-#6 Have the Services You Received Helped You to Deal More Effectively with Your Problems?

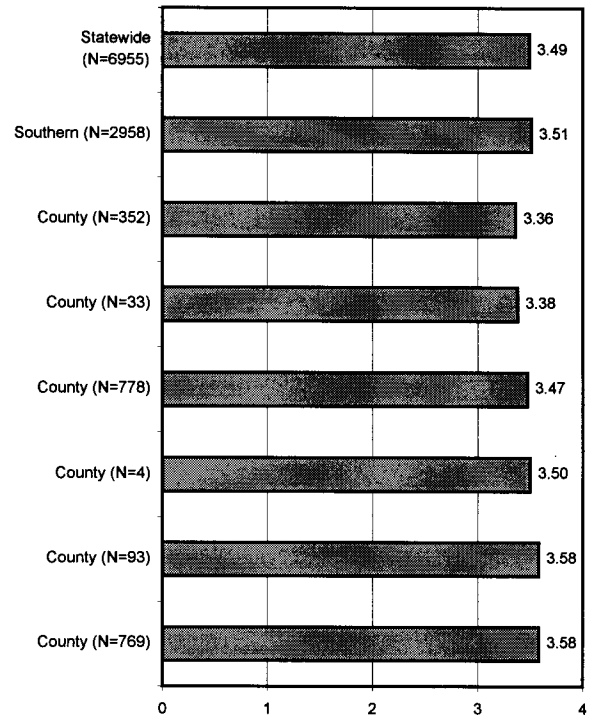


■ Mean (for Specified Region)
 □ Highest Mean (for County within Region)
 ■ Lowest Mean (for County within Region)

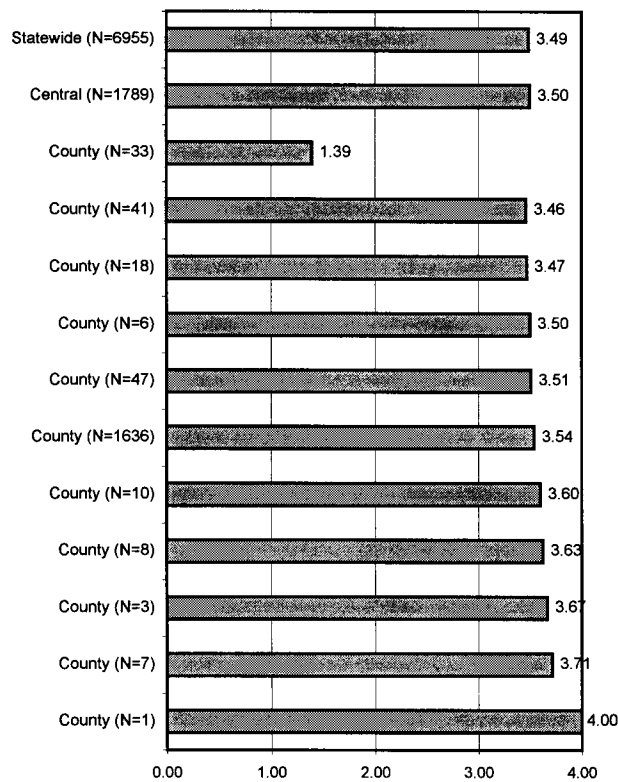
Bay Area Region
Mean Scores for Question #6 on CSQ-8



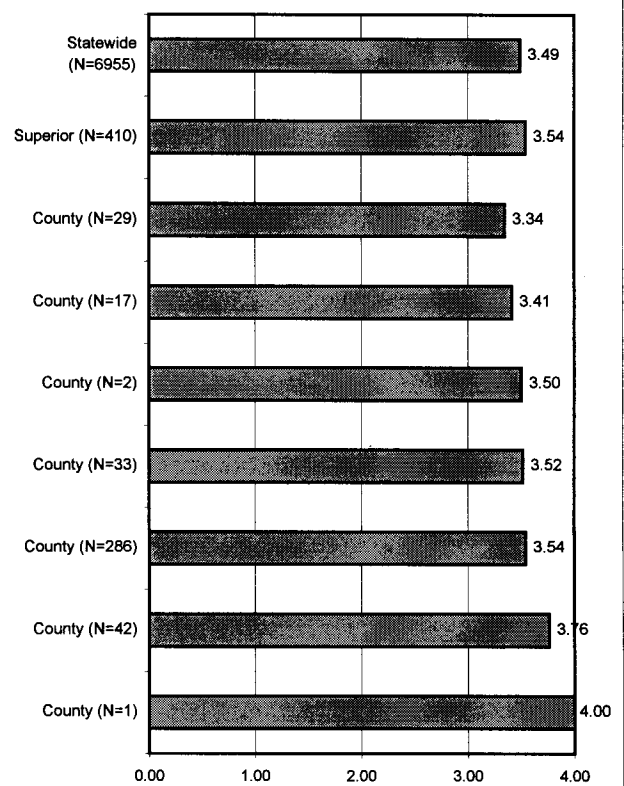
Southern Region
Mean Scores for Question #6 on CSQ-8



Central Region
Mean Scores for Question #6 on CSQ-8



Superior Region
Mean Scores for Question #6 on CSQ-8



CSQ-8 Question #7: In an overall, general sense, how satisfied are you with the service you have received?

Summary of Responses:

	N	%	MEAN SCORE STATEWIDE = 3.45 (N=6998)
1 = Quite dissatisfied	167	2.4%	
2 = Indifferent/mildly dissatisfied	343	4.9%	
3 = Mostly Satisfied	2685	38.1%	
4 = Very Satisfied	3803	53.9%	
Missing/Unknown	58	0.8%	
Totals	7056	100.0%	

Comparison of Means by Gender, by Age, and by Ethnicity Categories:

No statistically significant differences

Comparison of Means by State Region:

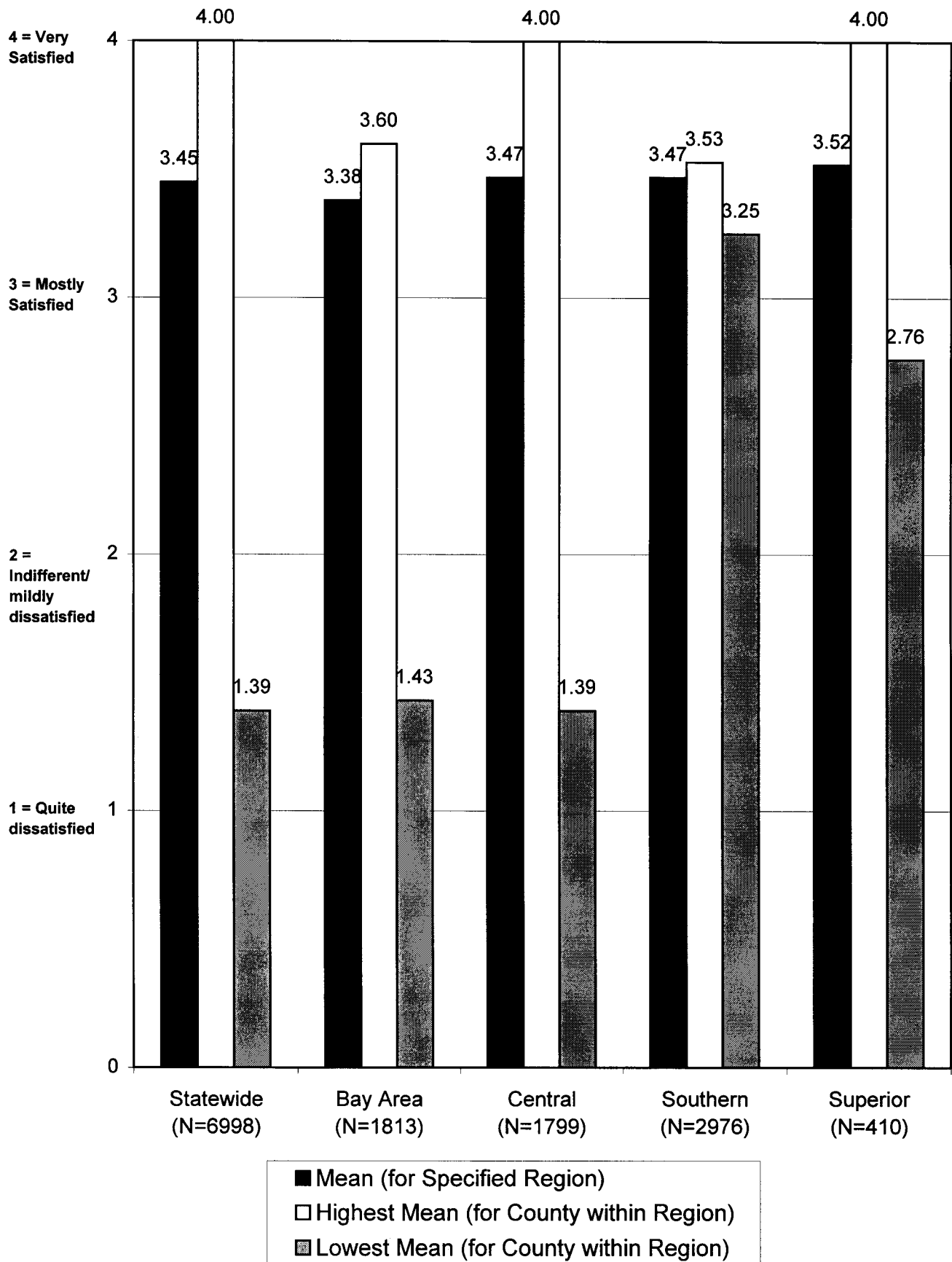
	Bay Area	Central	Southern	Superior
Bay Area	Mean = 3.3800	Mean = 3.4658	Mean = 3.4657	Mean = 3.5195
Central	*** (p<.05)			
Southern	*** (p<.05)			
Superior	*** (p<.05)			

Comparison of Means by Method of Administration:

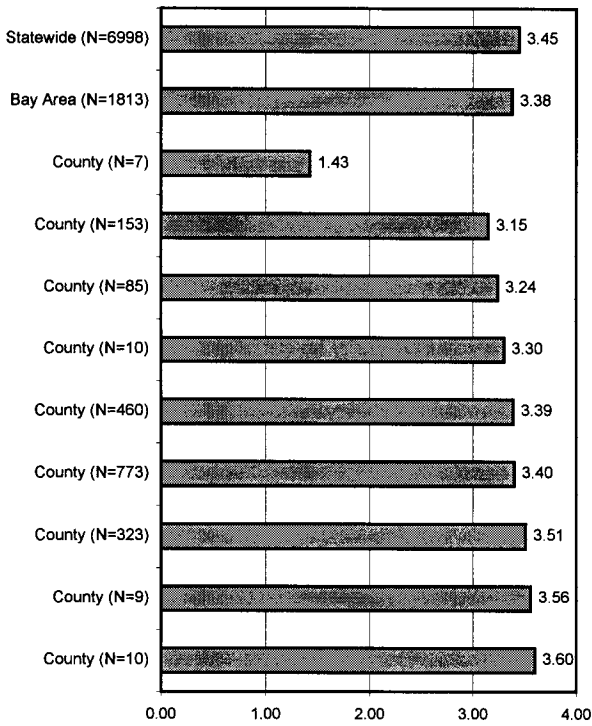
	Mailed Out	Telephoned	Handed out at clinic – mailed back	Handed out at clinic – completed onsite	Handed out in field – mailed back	Handed out in field – completed onsite
Mailed Out	Mean = 3.1560	Mean = 3.4688	Mean = 3.4642	Mean = 3.4556	Mean = 3.4286	Mean = 3.4825
Telephoned						
Handed out at clinic – mailed back	*** (p<.05)					
Handed out at clinic – completed onsite	*** (p<.05)					
Handed out in field – mailed back						
Handed out in field – completed onsite	*** (p<.05)					

*** Statistically significant differences

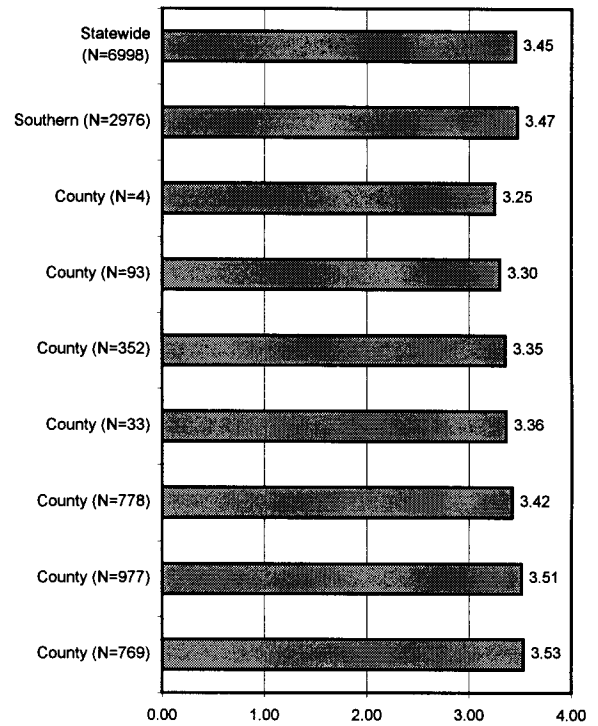
**CSQ8-#7 In an Overall, General Sense, How Satisfied are
You with the Service You Have Received?**



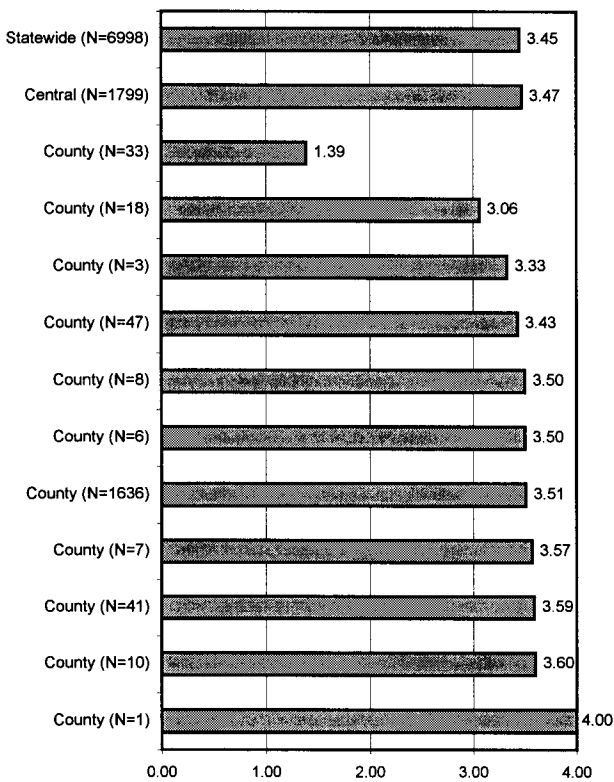
Bay Area Region
Mean Scores for Question #7 on CSQ-8



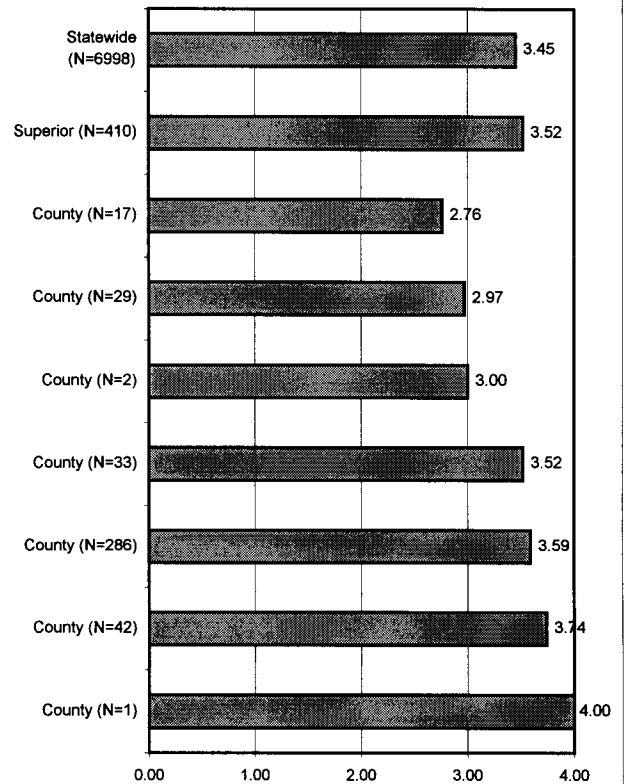
Southern Region
Mean Scores for Question #7 on CSQ-8



Central Region
Mean Scores for Question #7 on CSQ-8



Superior Region
Mean Scores for Question #7 on CSQ-8



CSQ-8 Question #8: If you were to seek help again, would you come back to our program?

Summary of Responses:

	N	%	MEAN SCORE STATEWIDE = 3.10 (N=6957)
1 = No, definitely not	1106	15.7%	
2 = No, I don't think so	587	8.3%	
3 = Yes, I think so	1790	25.4%	
4 = Yes, definitely	3474	49.2%	
Missing/Unknown	99	1.4%	
Totals	7056	100.0%	

Comparison of Means by Gender, and by Age Categories:

No statistically significant differences

Comparison of Means by Ethnicity:

	White	Spanish/ Hispanic	African American	Asian/ Pacific	Native American	Southeast Asian	Filipino
White	Mean = 2.9278	Mean = 3.2457	Mean = 3.3086	Mean = 3.4348	Mean = 3.1628	Mean = 3.5692	Mean = 3.6429
Spanish/ Hispanic	*** (p<.05)						
African American	*** (p<.05)						
Asian/Pacific	*** (p<.05)						
Native American	*** (p<.05)						
Southeast Asian	*** (p<.05)						
Filipino	*** (p<.05)						

Comparison of Means by State Region:

	Bay Area	Central	Southern	Superior
Bay Area	Mean = 3.5047	Mean = 3.6295	Mean = 2.4747	Mean = 3.4792
Central	*** (p<.05)			
Southern	*** (p<.05)			
Superior		*** (p<.05)	*** (p<.05)	

*** Statistically significant differences

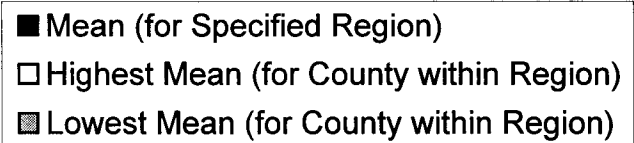
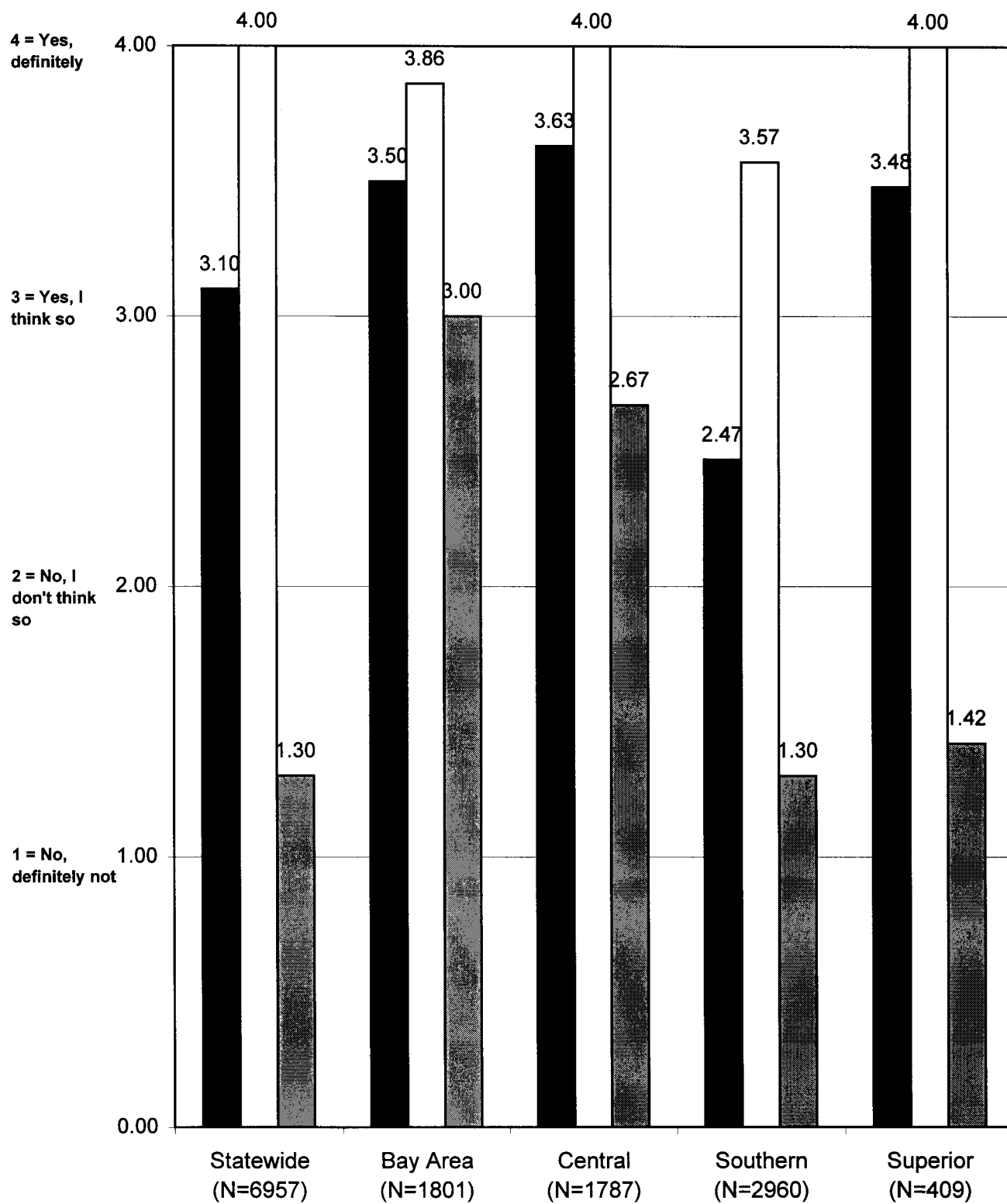
**CSQ-8 Question #8: If you were to seek help again, would you come back to our program?
(Continued)**

Comparison of Means by Method of Administration:

	Mailed Out	Telephoned	Handed out at clinic – mailed back	Handed out at clinic – completed onsite	Handed out in field – mailed back	Handed out in field – completed onsite
Mailed Out	Mean = 3.2544	Mean = 3.5625	Mean = 3.5816	Mean = 3.4225	Mean = 3.7500	Mean = 3.5385
Telephoned						
Handed out at clinic – mailed back	*** (p<.05)		*** (p<.05)			
Handed out at clinic – completed onsite	*** (p<.05)					
Handed out in field – mailed back						
Handed out in field – completed onsite	*** (p<.05)					

*** Statistically significant differences

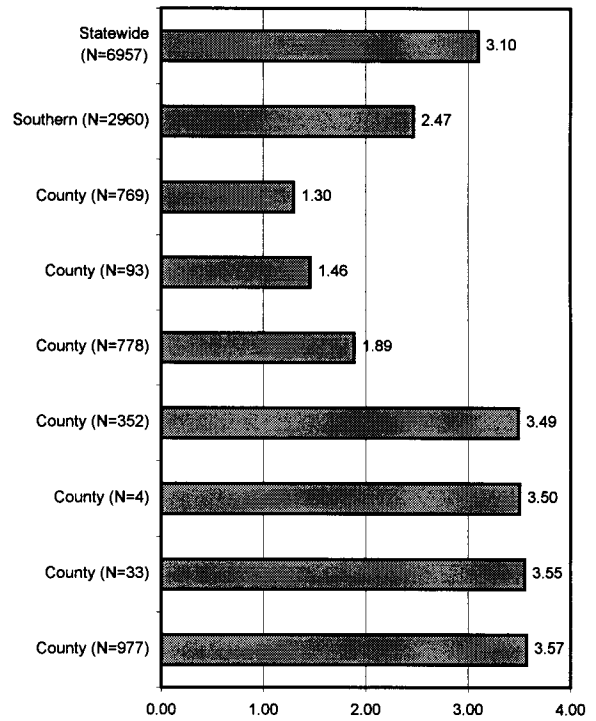
**CSQ8-#8 If You Were to Seek Help Again,
Would You Come Back to Our Program?**



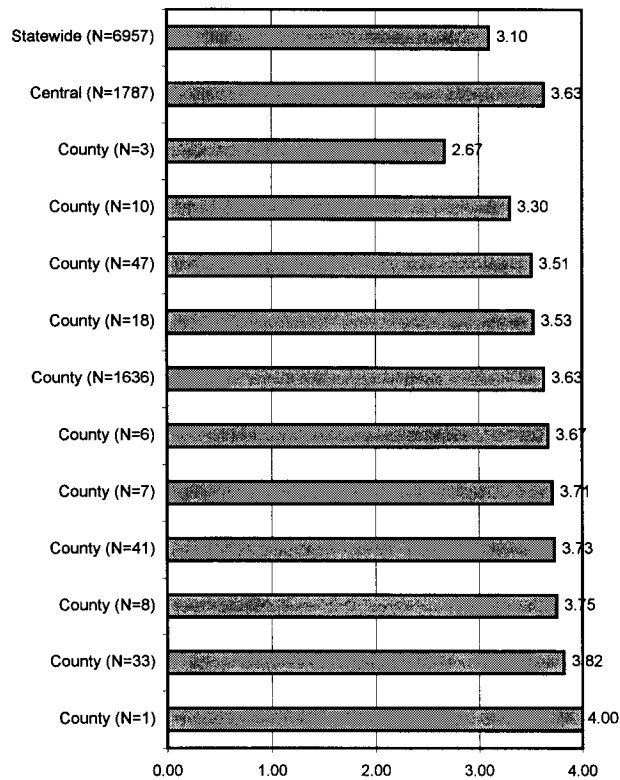
Bay Area Region
Mean Scores for Question #8 on CSQ-8



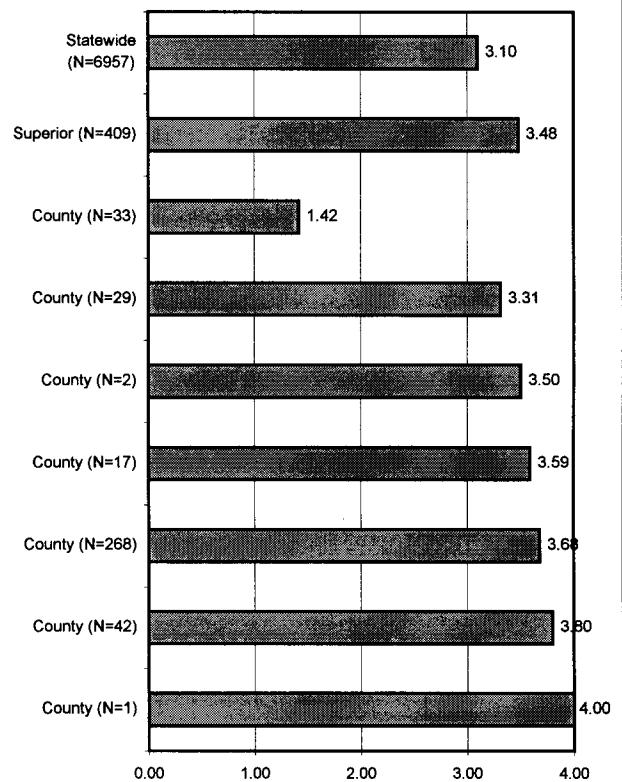
Southern Region
Mean Scores for Question #8 on CSQ-8



Central Region
Mean Scores for Question #8 on CSQ-8



Superior Region
Mean Scores for Question #8 on CSQ-8



APPENDIX A CMHDA STATE REGIONS		
STATE REGION	COUNTYID	COUNTY NAME
Bay Area	01	Alameda County
Bay Area	07	Contra Costa County
Bay Area	21	Marin County
Bay Area	27	Monterey County
Bay Area	28	Napa County
Bay Area	35	San Benito County
Bay Area	38	San Francisco County
Bay Area	41	San Mateo County
Bay Area	43	Santa Clara County
Bay Area	44	Santa Cruz County
Bay Area	48	Solano County
Bay Area	49	Sonoma County
Bay Area	65	Berkeley City
Central	02	Alpine County
Central	03	Amador County
Central	05	Calaveras County
Central	09	El Dorado County
Central	10	Fresno County
Central	16	Kings County
Central	20	Madera County
Central	22	Mariposa County
Central	24	Merced County
Central	26	Mono County
Central	31	Placer County
Central	34	Sacramento County
Central	39	San Joaquin County
Central	50	Stanislaus County
Central	54	Tulare County
Central	55	Tuolumne County
Central	57	Yolo County
Central	63	Sutter/Yuba Counties
Southern	13	Imperial County
Southern	15	Kern County
Southern	19	Los Angeles County
Southern	30	Orange County
Southern	33	Riverside County
Southern	36	San Bernardino County
Southern	37	San Diego County
Southern	40	San Luis Obispo County
Southern	42	Santa Barbara County
Southern	56	Ventura County
Southern	66	Tri City
Superior	04	Butte County
Superior	06	Colusa County
Superior	08	Del Norte County
Superior	11	Glenn County
Superior	12	Humboldt County
Superior	14	Inyo County
Superior	17	Lake County
Superior	18	Lassen County
Superior	23	Mendocino County
Superior	25	Modoc County
Superior	29	Nevada County
Superior	32	Plumas County
Superior	45	Shasta County
Superior	46	Sierra County
Superior	47	Siskiyou County
Superior	52	Tehama County
Superior	53	Trinity County